

Exhibit 4

To Declaration Of Nicholas Paul Granath
In Support Of
“Plaintiff’s Memorandum Of Law Opposing Defendant’s Motion For Summary Judgment.”

MINTZ LEVIN

Joseph M. DiCioccio | 212 692 6853 | jmdicioccio@mintz.com

Chrysler Center
666 Third Avenue
New York, NY 10017
212-935-3000
212-983-3115 fax
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February 13, 2014

Via Email (SSilverstone@ssmplaw.com) and Fedex

Stanley Silverstone, Esq.
Seham, Seham, Meltz & Petersen, LLP
445 Hamilton Avenue, Suite 1204
White Plains, NY 10601

Re: Subpoena For Production of Documents – SDNY Civ. Action No. 1:14-cv-00225-AKH
Our Ref. No.: 33816-034

Dear Mr. Silverstone:

Enclosed are copies of the documents in Squarespace Inc.'s possession, custody or control responsive to your subpoena.

Very truly yours,



Joseph M. DiCioccio

JMD/me
Encl.

cc: Marvin S. Gittes, Esq. (*via email*, w/encl.)
Daniel I. DeWolf, Esq. (*via email*, w/encl.)

Mintz, Levin, Cohn, Ferris, Glovsky and Popeo, P.C.

BOSTON | WASHINGTON | NEW YORK | STAMFORD | LOS ANGELES | PALO ALTO | SAN DIEGO | LONDON

Manage Accounts | **deltapilotsassociation (unltd)**

This page allows you to manage Squarespace user accounts. Changes made via this manager take effect immediately. Please note that it is possible to violate a user's billing policies via this manager. Please exercise caution.

Configure User Account

To configure a user account, type the login of the user you wish to configure below.

Search »

Website	deltapilotsassociation (#664640) Generated by five (#282162) Account created on 08/24/2010 at 12:34:52 AM Account is currently ACTIVE User has an account credit of \$0.00 (Enrolled in the affiliate program.)								
Owner	Webmaster (#1089051) Registered to Webmaster (media@delta-pilots.org)								
Notes	<input type="text"/> View open support tickets > View closed support tickets > <input type="button" value="Add Note"/>								
Plan	unltd (#1593183) Plan billing rate is \$192.00 / year (\$192.00 / year before discounts) Plan billing cycle ends on 03/26/2014 at 04:40:53 PM Last billed on 03/16/2013 Plan extra storage - 0 mb / month Plan extra bandwidth - 0 mb / month Plan extra editors - 0 editor(s) Plan extra members - 0 member(s) Billing Provider is STRIPE								
Coupons	None								
Resources	<p>Audiences:</p> <ul style="list-style-type: none"> Audiences that come with plan: 4 Extra audiences: 2 Total audiences: 5 <p>New ExtraAudiences value: <input type="text" value="2"/> <input type="button" value="Update ExtraAudience"/></p> <p>Unlimited Bandwidth Unlimited Storage Set File Upload Size Limit (Enter 0 for Unlimited): <input type="text" value="20"/> MB <input type="button" value="Update File Upload Size Limit"/></p>								
Customer Information (#664640)	<table> <tr> <td>Name</td> <td>Timothy Caplinger</td> </tr> <tr> <td>Credit Card</td> <td>*****9232</td> </tr> <tr> <td>Expiration</td> <td>9/2014</td> </tr> <tr> <td>Stripe Customer ID</td> <td>cus_2b2dCmGf5AEfdt.</td> </tr> </table>	Name	Timothy Caplinger	Credit Card	*****9232	Expiration	9/2014	Stripe Customer ID	cus_2b2dCmGf5AEfdt.
Name	Timothy Caplinger								
Credit Card	*****9232								
Expiration	9/2014								
Stripe Customer ID	cus_2b2dCmGf5AEfdt.								

Anti-Spam	<p>Set AuthKey Status: <input type="button" value="Enabled"/> <input type="button" value="Update AuthKey Status"/></p> <p>Set Anti-Spam Status: <input type="button" value="Enabled"/> <input type="button" value="Update Anti-Spam Status"/></p>
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Support	<p>Set Account Status: <input type="button" value="REMOVED_BY_OWNER"/> <input type="button" value="REMOVED_BY_SQUARESPACE"/></p> <p>Set Owner Passwords: <input type="text"/> <input type="button" value="Update Password"/></p> <p>Switch Account Name To: <input type="text"/> <input type="button" value="Change Account Name"/></p> <p>Other Options: <input checked="" type="checkbox"/> Grant One Month Paid Subscription Extension <input type="button" value="Re-Index Website Content"/> <input type="button" value="Validate/Fix Website Consistency"/> <input type="button" value="Re-calculate Traffic Statistics"/></p> <p>Admin Status: <input type="button" value="Convert to Squarespace Administrator Account"/></p>
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2/6/2014

Desk.com Agent -- Rohit Giri

Nov 10th, 2013 at 12:48AM

(3 months ago)

primary domains

To: (Empty)

From: media@delta-pilots.org

Hi,

In conjunction with this hacking issue, I see that I have two domains set as primary. How is this possible? I would like deltapiotsassociation.org to be primary going forward. I need the domain deltapiot.org to be deleted and I need you to report from your records who and when deltapiot.org was added to our account. This was an unauthorized change that we need to get to the bottom of immediately. Either someone called in and had a SS rep add the domain or someone forced their way in in which case you have a security concern still.

Tim Caplinger

dpa@delta-pilots.org

Rick Eagan

media@delta-pilots.org

Nov 10th, 2013 at 2:19AM 3 months ago

Megan Tatem

Merged #697937

Nov 10th, 2013 at 2:21AM

(3 months ago)

Megan T.

To: media@delta-pilots.org

From: 'Megan T.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hey there Rick,

Thanks for contacting us!

You can turn off your deltapiot.org Squarespace domain. Take a look:

<http://screencast.com/t/EE8e7vX>

It looks like Zoe has went in and escalated this issue for our developers to take a look and further investigate this issue. I've merged this with your original ticket on this issue #697937. We request that you keep all replies in the original ticket so we have a complete history of the conversation and help us avoid any confusion or duplicate replies.

Thank you!

Nov 10th, 2013 at 2:47AM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Hi Megan,

Thanks for replying. Two things. First, I see I made an error below. Delta-pilots.org is primary and deltapiotsassociation.org is secondary.

Second, I had already figured out the toggle off feature you show. It's already done. I need deltapiot.org REMOVED from my account, not just toggled off. I also need to know who and when deltapiot.org was added. It is a malicious attack and I need ALL information about how it got there. I realize that SquareSpace may have been fooled into adding it without my permission or someone may have gotten past your security. I will hold SS harmless so long as I can get a report on how it happened. All I know is that I and my webmaster never added deltapiot.org to our account. I need as much information on that domain as you can find. I need to hunt down the source and

<https://squarespace.desk.com/agent/#>

2/6/2014

Deskcom Agent -- Rohit Giri

make sure it doesn't happen again.

Thanks,

Tim

From: 'Megan T.' [mailto:customercare@sqsp.me]

Sent: Sunday, November 10, 2013 2:22 AM

To: media@delta-pilots.org

Subject: Re: primary domains

Nov 10th, 2013 at 3:53AM

(3 months ago)

Megan T.

To: DPA Mail <dpa@delta-pilots.org>

From: 'Megan T.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hello again Rick,

Thanks for following up with us!

We are taking this matter VERY seriously and as I have stated before, we have escalated this matter for our developers to further investigate this issue. They will be back with you shortly, providing you with all the information you need.

We are so sorry for the inconvenience!

We're still investigating this issue.

Nov 10th, 2013 at 7:31AM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Cc: DPA Volunteer <jacseo@gmail.com>

Attachments: image001.png

Here is the screen shot of the hostile domain still showing in the Custom Domain structure. It says it is managed by you, so please remove it. Please provide all contact information associated with the setup of "deltapilot.org".

Thank you.

Tim Caplinger

DPA

From: 'Megan T.' [mailto:customercare@sqsp.me]

Sent: Sunday, November 10, 2013 2:22 AM

To: media@delta-pilots.org

Subject: Re: primary domains

Nov 10th, 2013 at 8:04AM

(3 months ago)

Erin S.

<https://squarespace.desk.com/agent#>

2/6/2014

Desk.com Agent -- Rohit Giri

To: DPA Mail <dpa@delta-pilots.org>
From: 'Erin S.' <customercare@sqsp.me> (Squarespace Customer Care)
Reply-to: customercare@squarespace.com
Cc: DPA Volunteer <jacseo@gmail.com>
Hi Rick,

We are looking into this, and will remove the domain as soon as possible.

Once we have any information we will let you know.

Nov 10th, 2013 at 12:00PM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>
From: DPA Mail <dpa@delta-pilots.org>
Cc: <media@delta-pilots.org>

Thanks.

I am having trouble now with all videos loaded on the site and hosted at Wistia. I had them working this morning, but something has changed that is leaving a message that "video embedding not authorized" or such.

Please advise.

Tim Caplinger

Rick Eagan

From: 'Erin S.' [mailto:customercare@sqsp.me]
Sent: Sunday, November 10, 2013 8:05 AM
To: dpa@delta-pilots.org
Cc: jacseo@gmail.com
Subject: RE: primary domains

Nov 10th, 2013 at 12:02PM 3 months ago

Dan Schenker

#697815 is also pertinent

Nov 10th, 2013 at 12:06PM 3 months ago

Dan Schenker

Begin new issue, video embeds aren't working. This page:

<http://deltapilotsassociation.squarespace.com/dpa-videos/>

Nov 10th, 2013 at 12:08PM

(3 months ago)

Dan S.

To: DPA Mail <dpa@delta-pilots.org>
From: 'Dan S.' <customercare@sqsp.me> (Squarespace Customer Care)
Reply-to: customercare@squarespace.com
Cc: <media@delta-pilots.org>
Hi Rick,

Thanks for letting us know about this video embed issue.

I took a look at your Videos page, and I too encountered the same issue. Would you mind linking us to one of the original videos that isn't working (on the Wistia site) so

<https://squarespace.desk.com/agent#>

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Deskcom Agent -- Rohit Giri

we can examine its settings there?

Sorry for all the trouble here. Looking forward to your response!

Nov 10th, 2013 at 12:20PM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Cc: <media@delta-pilots.org>

<http://dpa.wistia.com/medias/k1fkyg6z0y>

From: 'Dan S.' [mailto:customercare@sqsp.me]

Sent: Sunday, November 10, 2013 12:08 PM

To: dpa@delta-pilots.org

Cc: media@delta-pilots.org

Subject: RE: primary domains

Nov 10th, 2013 at 12:31PM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Cc: <media@delta-pilots.org>

Here is another one, the GO TEAM video:

<http://dpa.wistia.com/medias/f1250pam2m>

Tim Caplinger

DPA

From: 'Dan S.' [mailto:customercare@sqsp.me]

Sent: Sunday, November 10, 2013 12:08 PM

To: dpa@delta-pilots.org

Cc: media@delta-pilots.org

Subject: RE: primary domains

Nov 10th, 2013 at 1:17PM

(3 months ago)

Danielle H.

To: DPA Mail <dpa@delta-pilots.org>

From: 'Danielle H.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Cc: <media@delta-pilots.org>

Hey Rick,

Thanks for the additional clarification.

I recommend taking a look at Wista to ensure that those videos are not set to private or any sort of privacy setting that could be blocking the video from displaying on your site. Here is what I am seeing that makes me think that:

<http://screencast.com/t/8tUfESru>

With that said, I did take a look and see that the videos that are working are using a script code such as:

<https://squarespace.desk.com/agent#>

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Desk.com Agent -- Rohit Giri

<script charset="ISO-8859-1" src="http://fast.wistia.com/static/popover-v1.js"></script>

While the videos that are not working are using an iframe code:

<iframe src="http://fast.wistia.net/embed/iframe/f1250pam2m" allowtransparency="true" frameborder="0" scrolling="no" class="wistia_embed" name="wistia_embed" allowfullscreen mozallowfullscreen webkitallowfullscreen oallowfullscreen msallowfullscreen width="800" height="533"></iframe>

That could also be the issue here. Are you able to re generate the video code using a script like the ones that are working?

I hope you find this information helpful. Please let us know if you have any more questions. Thanks!

Nov 10th, 2013 at 8:02PM

(3 months ago)

DPA Media Committee

To: "customercare@squarespace.com" <customercare@squarespace.com>

From: DPA Media Committee <media@delta-pilots.org>

Cc: "dpa@delta-pilots.org" <dpa@delta-pilots.org>

We've managed to get the embedded video to play in the pop-up. We went back into the Wistia settings where embedded videos are allowed to play and reset our settings to play on our sqsp site. With the URL hijacking and changes to regain control that probably effected Wistia. Or, you guys did something to correct it and it was a coincidence on timing. In any event we have our video playing again so I wanted to update you from our end.

Managed Domains in our account still shows "DELTAPILOT.ORG", which as you are aware does not belong to us.

Sent from my iPhone, Rick.

Nov 10th, 2013 at 9:21PM

(3 months ago)

Zoë H.

To: DPA Media Committee <media@delta-pilots.org>

From: 'Zoë H.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Cc: "dpa@delta-pilots.org" <dpa@delta-pilots.org>

Hey Rick,

Thanks for the update on the video issue--I'm glad this is working for you again.

I just wanted to let you know that, while the wait is annoying, we definitely appreciate your patience as we look into the deltapilot.org issue for you. It's not being ignored and we will update you as soon as possible.

Let us know if you have any further questions!

2/6/2014

Desk.com Agent -- Rohit Giri

Nov 9th, 2013 at 11:34PM

(3 months ago)

Hijack Issue

To: (Empty)

From: media@delta-pilots.org

Hi,

Somehow, SquareSpace has added deltapiot.org to our domain list. This is a clone site DPA does not own. We need to remove it from our domain list immediately. Also, please research who has set up the trial squarespace account using deltapiot.org. This is our hacker. Please email us with results.

Tim Caplinger
dpa@delta-pilots.org

Rick Eagan
media@delta-pilots.org

Nov 10th, 2013 at 12:59AM 3 months ago

Zoë Holmes

Domain Name: deltapiot.org

Date Registered: Not sure

Issue Summary: Not entirely sure what is happening here, but they definitely show a linked, managed domain called deltapiot.org (see screenshot:
<http://screencast.com/t/csS2Aalm>) that goes nowhere and they say they:

1) Did not register

2) Is the work of a hacker

I am wondering if sites can be automatically associated with accounts, or would someone with login access need to do this? Basically--do they have a hacker or maybe just a disgruntled ex member with a login and bad web skills?

Any ideas of what's happening would be appreciated!

Nov 10th, 2013 at 1:00AM

(3 months ago)

Zoë H.

To: media@delta-pilots.org

From: 'Zoë H.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hey there,

I'm going to escalate this case to a domain administrator to review.

You'll receive a reply to this case directly (#697937), as soon as possible.

We appreciate your patience, thanks!

Nov 10th, 2013 at 8:03AM 3 months ago

Erin Sheridan

Please Also see #697978

for additional customer comments.

Would like the deltapiot.org removed. As know where it come from. If we can do that?

Nov 10th, 2013 at 12:03PM 3 months ago

Dan Schenker

Also, #697815. They've submitted three tickets from two different people about the same issue.

<https://squarespace.desk.com/agent#>

2/6/2014

Deskcom Agent -- Rohit Giri

Nov 14th, 2013 at 2:19PM

(3 months ago)

Bill P.

To: media@delta-pilots.org

From: 'Bill P.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hello Rick,

We have looked over this case and see that the other gentleman linked here in your email (Tim) has also sent in a ticket regarding this issue. My fellow Customer Care representative Tom is speaking with him through email and will be looking more into this issue.

I've merged this ticket with the other ticket (#699538). We request that all replies stay in that ticket so we have a complete history of the conversation and help us avoid any confusion or duplicate replies.

Thank you!

2/6/2014

Deskcom Agent -- Rohit Giri

Nov 9th, 2013 at 8:34PM

(3 months ago)

Re: Site Hacked?

DPA Media Committee

To: Squarespace Customer Care <customercare@sqsp.me>, Tim Caplinger <dpa@delta-pilots.org>

From: DPA Media Committee <media@delta-pilots.org>

Reference the issue below, Tim will be unavailable for several hours and has asked me to monitor the situation with SqSp and our website. Please add me to future communications on this issue, Tim will jump back in when he is available.

Thank you,

Rick Eagan
Delta Pilots Association

On Nov 9, 2013, at 14:39 , Tim Caplinger <dpa@delta-pilots.org> wrote:

Contact Square space please.

Tim Caplinger
Delta Pilots Association

----- Original message -----

From: Hank Osterlund
Date: 11/09/2013 11:15 AM (GMT-08:00)
To: dpa@delta-pilots.org
Subject: Site Hacked?

Hi Tim,

Looks like this person got your "registrar" Info below...

hopefully it will help you fix this.

Please call/email me you got this.

304-279-0750

Hank

Address lookup

canonical name five.squarespace.com.
aliases www.delta-pilots.org
addresses 198.185.159.131
Domain Whois record

Queried whois.publicinterestregistry.net with "delta-pilots.org"...

Domain ID:D159164357-LROR
Domain Name:DELTA-PILOTS.ORG
Created On:13-May-2010 14:05:14 UTC

<https://squarespace.desk.com/agent#>

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DPA 98

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Last Updated On:09-Jan-2013 16:29:03 UTC
Expiration Date:13-May-2015 14:05:14 UTC
Sponsoring Registrar:GoDaddy.com, LLC (R91-LROR)
Status:CLIENT DELETE PROHIBITED
Status:CLIENT RENEW PROHIBITED
Status:CLIENT TRANSFER PROHIBITED
Status:CLIENT UPDATE PROHIBITED
Registrant ID:CR47799418
Registrant Name:Registration Private
Registrant Organization:Domains By Proxy, LLC
Registrant Street1:DomainsByProxy.com
Registrant Street2:14747 N Northsight Blvd Suite 111, PMB 309
Registrant Street3:
Registrant City:Scottsdale
Registrant State/Province:Arizona
Registrant Postal Code:85260
Registrant Country:US
Registrant Phone:+1.4806242599
Registrant Phone Ext.:
Registrant FAX:+1.4806242598
Registrant FAX Ext.:
Registrant Email:DELTA-PILOTS.ORG@domainsbyproxy.com
Admin ID:CR47799428
Admin Name:Registration Private
Admin Organization:Domains By Proxy, LLC
Admin Street1:DomainsByProxy.com
Admin Street2:14747 N Northsight Blvd Suite 111, PMB 309
Admin Street3:
Admin City:Scottsdale
Admin State/Province:Arizona
Admin Postal Code:85260
Admin Country:US
Admin Phone:+1.4806242599
Admin Phone Ext.:
Admin FAX:+1.4806242598
Admin FAX Ext.:
Admin Email:DELTA-PILOTS.ORG@domainsbyproxy.com
Tech ID:CR47799421
Tech Name:Registration Private
Tech Organization:Domains By Proxy, LLC
Tech Street1:DomainsByProxy.com
Tech Street2:14747 N Northsight Blvd Suite 111, PMB 309
Tech Street3:
Tech City:Scottsdale
Tech State/Province:Arizona
Tech Postal Code:85260
Tech Country:US
Tech Phone:+1.4806242599
Tech Phone Ext.:
Tech FAX:+1.4806242598
Tech FAX Ext.:
Tech Email:DELTA-PILOTS.ORG@domainsbyproxy.com
Name Server:NS21.DOMAINCONTROL.COM
Name Server:NS22.DOMAINCONTROL.COM
Name Server:
DNSSEC:Unsigned
Network Whois record

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Desk.com Agent -- Rohit Giri

Queried whois.arin.net with "n 198.185.159.131"...

NetRange: 198.185.159.0 - 198.185.159.255
 CIDR: 198.185.159.0/24
 OriginAS: AS53831
 NetName: SQUARESPACE
 NetHandle: NET-198-185-159-0-1
 Parent: NET-198-0-0-0-0
 NetType: Direct Assignment
 Comment: http://www.squarespace.com
 RegDate: 2013-01-15
 Updated: 2013-01-15
 Ref: http://whois.arin.net/rest/net/NET-198-185-159-0-1

OrgName: Squarespace, Inc.
 OrgId: SQUAR-30
 Address: 459 Broadway, 5th Floor
 City: New York
 StateProv: NY
 PostalCode: 10013
 Country: US
 RegDate: 2012-04-26
 Updated: 2012-04-26
 Comment: http://squarespace.com
 Ref: http://whois.arin.net/rest/org/SQUAR-30

OrgTechHandle: SYSTE409-ARIN
 OrgTechName: Systems
 OrgTechPhone: +1-347-758-4644
 OrgTechEmail: systems-net@squarespace.com
 OrgTechRef: http://whois.arin.net/rest/poc/SYSTE409-ARIN

OrgNOCHandle: SYSTE409-ARIN
 OrgNOCName: Systems
 OrgNOCPhone: +1-347-758-4644
 OrgNOCEmail: systems-net@squarespace.com
 OrgNOCRef: http://whois.arin.net/rest/poc/SYSTE409-ARIN

OrgAbuseHandle: SYSTE409-ARIN
 OrgAbuseName: Systems
 OrgAbusePhone: +1-347-758-4644
 OrgAbuseEmail: systems-net@squarespace.com
 OrgAbuseRef: http://whois.arin.net/rest/poc/SYSTE409-ARIN
 DNS records

DNS query for 131.159.185.198.in-addr.arpa returned an error from the server: NameError

```
name class type data time to live
www.delta-pilots.org IN CNAME five.squarespace.com 3600s (01:00:00)
five.squarespace.com IN A 198.185.159.131 60s (00:01:00)
squarespace.com IN SOA
server: ns1.p06.dynect.net
email: domains@squarespace.com
serial: 1101711
refresh: 3600
retry: 600
expire: 604800
minimum ttl: 60
1800s (00:30:00)
squarespace.com IN NS ns2.p06.dynect.net 86400s (1.00:00:00)
squarespace.com IN NS ns3.p06.dynect.net 86400s (1.00:00:00)
squarespace.com IN NS ns1.p06.dynect.net 86400s (1.00:00:00)
squarespace.com IN NS ns4.p06.dynect.net 86400s (1.00:00:00)
squarespace.com IN MX
preference: 30
exchange: aspmx2.googlemail.com
3600s (01:00:00)
squarespace.com IN MX
```

<https://squarespace.desk.com/agent#>

2/6/2014

Desk.com Agent -- Rohit Giri

preference: 20
 exchange: alt2.aspmx.l.google.com
 3600s (01:00:00)
 squarespace.com IN MX
 preference: 30
 exchange: aspmx5.googlemail.com
 3600s (01:00:00)
 squarespace.com IN MX
 preference: 30
 exchange: aspmx3.googlemail.com
 3600s (01:00:00)
 squarespace.com IN MX
 preference: 20
 exchange: alt1.aspmx.l.google.com
 3600s (01:00:00)
 squarespace.com IN MX
 preference: 30
 exchange: aspmx4.googlemail.com
 3600s (01:00:00)
 squarespace.com IN MX
 preference: 10
 exchange: aspmx.l.google.com
 3600s (01:00:00)
 squarespace.com IN TXT blitz=mu-7f52abd9-ba46bb2d-6f27caec-3cbd75d8 60s (00:01:00)
 squarespace.com IN TXT v=spf1 ip4:65.39.205.54 ip4:65.39.205.60 ip4:74.63.202.188 ip4:65.39.205.52 ip4:76.12.109.197 a mx a:mail.squarespace.com
 include:sendgrid.net include:_spf.google.com include:email-od.com ~all dkim=unknown 60s (00:01:00)
 squarespace.com IN SPF v=spf1 ip4:65.39.205.54 ip4:65.39.205.60 ip4:74.63.202.188 ip4:65.39.205.52 ip4:76.12.109.197 a mx a:mail.squarespace.com
 include:sendgrid.net include:_spf.jobvite.com include:_spf.google.com include:email-od.com ~all 900s (00:15:00)
 squarespace.com IN A 198.185.159.131 60s (00:01:00)
 delta-pilots.org IN A 65.39.205.54 3600s (01:00:00)
 delta-pilots.org IN MX
 preference: 0
 exchange: smtp.secureserver.net
 3600s (01:00:00)
 delta-pilots.org IN MX
 preference: 10
 exchange: mailstore1.secureserver.net
 3600s (01:00:00)
 delta-pilots.org IN NS ns21.domaincontrol.com 3600s (01:00:00)
 delta-pilots.org IN NS ns22.domaincontrol.com 3600s (01:00:00)
 delta-pilots.org IN SOA
 server: ns21.domaincontrol.com
 email: dns@jomax.net
 serial: 2013110900
 refresh: 28800
 retry: 7200
 expire: 604800
 minimum ttl: 3600

Nov 9th, 2013 at 9:29PM

(3 months ago)

Dan S.

To: DPA Media Committee <media@delta-pilots.org>
From: 'Dan S.' <customercare@sqsp.me> (Squarespace Customer Care)
Reply-to: customercare@squarespace.com
Cc: Tim Caplinger <dpa@delta-pilots.org>
 Hi Rick,

Thanks for sending this our way. I'd be happy to help!

Would you mind clarifying what the issue is here? The information you've sent over is all public domain information. For example, you can see all of this here:

<http://who.is/whois/delta-pilots.org>

Sorry for any confusion this might cause. Please let us know how we can continue to help -- thanks!

<https://squarespace.desk.com/agent/#>

2/6/2014

Desk.com Agent -- Rohit Giri

2/6/2014

Deskcom Agent -- Rohit Giri

Nov 9th, 2013 at 11:34PM

(3 months ago)

Hijack Issue

To: (Empty)

From: media@delta-pilots.org

Hi,

Somehow, SquareSpace has added deltapiLOT.org to our domain list. This is a clone site DPA does not own. We need to remove it from our domain list immediately. Also, please research who has set up the trial squarespace account using deltapiLOT.org. This is our hacker. Please email us with results.

Tim Caplinger
dpa@delta-pilots.org

Rick Eagan
media@delta-pilots.org

Nov 10th, 2013 at 12:59AM 3 months ago

Zoë Holmes

Domain Name: deltapiLOTS.org

Date Registered: Not sure

Issue Summary: Not entirely sure what is happening here, but they definitely show a linked, managed domain called deltapiLOT.org (see screenshot: <http://screencast.com/t/cs2Aalm>) that goes nowhere and they say they:

1) Did not register

2) Is the work of a hacker

I am wondering if sites can be automatically associated with accounts, or would someone with login access need to do this? Basically--do they have a hacker or maybe just a disgruntled ex member with a login and bad web skills?

Any ideas of what's happening would be appreciated!

Nov 10th, 2013 at 1:00AM

(3 months ago)

Zoë H.

To: media@delta-pilots.org

From: 'Zoë H.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hey there,

I'm going to escalate this case to a domain administrator to review.

You'll receive a reply to this case directly (#697937), as soon as possible.

We appreciate your patience, thanks!

Nov 10th, 2013 at 8:03AM 3 months ago

Erin Sheridan

Please Also see #697978

for additional customer comments.

Would like the deltapiLOT.org removed. As know where it come from. If we can do that?

Nov 10th, 2013 at 12:03PM 3 months ago

Dan Schenker

Also, #697815. They've submitted three tickets from two different people about the same issue.

<https://squarespace.desk.com/agent#>

2/6/2014

Desk.com Agent -- Rohit Giri

Nov 14th, 2013 at 2:19PM

(3 months ago)

Bill P.

To: media@delta-pilots.org

From: 'Bill P.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hello Rick,

We have looked over this case and see that the other gentleman linked here in your email (Tim) has also sent in a ticket regarding this issue. My fellow Customer Care representative Tom is speaking with him through email and will be looking more into this issue.

I've merged this ticket with the other ticket (#699538). We request that all replies stay in that ticket so we have a complete history of the conversation and help us avoid any confusion or duplicate replies.

Thank you!

2/6/2014

Desk.com Agent -- Rohit Giri

Nov 9th, 2013 at 8:34PM

(3 months ago)

Re: Site Hacked?

DPA Media Committee

To: Squarespace Customer Care <customercare@sqsp.me>, Tim Caplinger <dpa@delta-pilots.org>

From: DPA Media Committee <media@delta-pilots.org>

Reference the issue below, Tim will be unavailable for several hours and has asked me to monitor the situation with SqSp and our website. Please add me to future communications on this issue, Tim will jump back in when he is available.

Thank you,

Rick Eagan

Delta Pilots Association

On Nov 9, 2013, at 14:39 , Tim Caplinger <dpa@delta-pilots.org> wrote:

Contact Square space please.

Tim Caplinger

Delta Pilots Association

----- Original message -----

From: Hank Osterlund

Date:11/09/2013 11:15 AM (GMT-08:00)

To: dpa@delta-pilots.org

Subject: Site Hacked?

Hi Tim,

Looks like this person got your "registrar" Info below...

hopefully it will help you fix this.

Please call/email me you got this.

304-279-0750

Hank

Address lookup

canonical name five.squarespace.com.

aliases www.delta-pilots.org

addresses 198.185.159.131

Domain Whois record

Queried whois.publicinterestregistry.net with "delta-pilots.org"...

Domain ID:D159164357-LROR

Domain Name:DELTA-PILOTS.ORG

Created On:13-May-2010 14:05:14 UTC

<https://squarespace.desk.com/agent#>

1/5

2/6/2014

Deskcom Agent -- Rohit Giri

Last Updated On:09-Jan-2013 16:29:03 UTC
Expiration Date:13-May-2015 14:05:14 UTC
Sponsoring Registrar:GoDaddy.com, LLC (R91-LROR)
Status:CLIENT DELETE PROHIBITED
Status:CLIENT RENEW PROHIBITED
Status:CLIENT TRANSFER PROHIBITED
Status:CLIENT UPDATE PROHIBITED
Registrant ID:CR47799418
Registrant Name:Registration Private
Registrant Organization:Domains By Proxy, LLC
Registrant Street1:DomainsByProxy.com
Registrant Street2:14747 N Northsight Blvd Suite 111, PMB 309
Registrant Street3:
Registrant City:Scottsdale
Registrant State/Province:Arizona
Registrant Postal Code:85260
Registrant Country:US
Registrant Phone:+1.4806242599
Registrant Phone Ext.:
Registrant FAX:+1.4806242598
Registrant FAX Ext.:
Registrant Email:DELTA-PILOTS.ORG@domainsbyproxy.com
Admin ID:CR47799428
Admin Name:Registration Private
Admin Organization:Domains By Proxy, LLC
Admin Street1:DomainsByProxy.com
Admin Street2:14747 N Northsight Blvd Suite 111, PMB 309
Admin Street3:
Admin City:Scottsdale
Admin State/Province:Arizona
Admin Postal Code:85260
Admin Country:US
Admin Phone:+1.4806242599
Admin Phone Ext.:
Admin FAX:+1.4806242598
Admin FAX Ext.:
Admin Email:DELTA-PILOTS.ORG@domainsbyproxy.com
Tech ID:CR47799421
Tech Name:Registration Private
Tech Organization:Domains By Proxy, LLC
Tech Street1:DomainsByProxy.com
Tech Street2:14747 N Northsight Blvd Suite 111, PMB 309
Tech Street3:
Tech City:Scottsdale
Tech State/Province:Arizona
Tech Postal Code:85260
Tech Country:US
Tech Phone:+1.4806242599
Tech Phone Ext.:
Tech FAX:+1.4806242598
Tech FAX Ext.:
Tech Email:DELTA-PILOTS.ORG@domainsbyproxy.com
Name Server:NS21.DOMAINCONTROL.COM
Name Server:NS22.DOMAINCONTROL.COM
Name Server:
DNSSEC:Unsigned
Network Whois record

2/6/2014

Deskcom Agent -- Rohit Giri

Queried whois.arin.net with "n 198.185.159.131"...

NetRange: 198.185.159.0 - 198.185.159.255
 CIDR: 198.185.159.0/24
 OriginAS: AS53831
 NetName: SQUARESPACE
 NetHandle: NET-198-185-159-0-1
 Parent: NET-198-0-0-0-0
 NetType: Direct Assignment
 Comment: http://www.squarespace.com
 RegDate: 2013-01-15
 Updated: 2013-01-15
 Ref: http://whois.arin.net/rest/net/NET-198-185-159-0-1

OrgName: Squarespace, Inc.
 OrgId: SQUAR-30
 Address: 459 Broadway, 5th Floor
 City: New York
 StateProv: NY
 PostalCode: 10013
 Country: US
 RegDate: 2012-04-26
 Updated: 2012-04-26
 Comment: http://squarespace.com
 Ref: http://whois.arin.net/rest/org/SQUAR-30

OrgTechHandle: SYSTE409-ARIN
 OrgTechName: Systems
 OrgTechPhone: +1-347-758-4644
 OrgTechEmail: systems-net@squarespace.com
 OrgTechRef: http://whois.arin.net/rest/poc/SYSTE409-ARIN

OrgNOCHandle: SYSTE409-ARIN
 OrgNOCName: Systems
 OrgNOCPhone: +1-347-758-4644
 OrgNOCEmail: systems-net@squarespace.com
 OrgNOCRef: http://whois.arin.net/rest/poc/SYSTE409-ARIN

OrgAbuseHandle: SYSTE409-ARIN
 OrgAbuseName: Systems
 OrgAbusePhone: +1-347-758-4644
 OrgAbuseEmail: systems-net@squarespace.com
 OrgAbuseRef: http://whois.arin.net/rest/poc/SYSTE409-ARIN
 DNS records

DNS query for 131.159.185.198.in-addr.arpa returned an error from the server: NameError

name class type data time to live
 www.delta-pilots.org IN CNAME five.squarespace.com 3600s (01:00:00)
 five.squarespace.com IN A 198.185.159.131 60s (00:01:00)
 squarespace.com IN SOA
 server: ns1.p06.dynect.net
 email: domains@squarespace.com
 serial: 1101711
 refresh: 3600
 retry: 600
 expire: 604800
 minimum ttl: 60
 1800s (00:30:00)
 squarespace.com IN NS ns2.p06.dynect.net 86400s (1.00:00:00)
 squarespace.com IN NS ns3.p06.dynect.net 86400s (1.00:00:00)
 squarespace.com IN NS ns1.p06.dynect.net 86400s (1.00:00:00)
 squarespace.com IN NS ns4.p06.dynect.net 86400s (1.00:00:00)
 squarespace.com IN MX
 preference: 30
 exchange: aspmx2.googlemail.com
 3600s (01:00:00)
 squarespace.com IN MX

<https://squarespace.desk.com/agent#>

2/6/2014

Deskcom Agent -- Rohit Giri

preference: 20
 exchange: alt2.aspmx.l.google.com
 3600s (01:00:00)
 squarespace.com IN MX
 preference: 30
 exchange: aspmx5.googlemail.com
 3600s (01:00:00)
 squarespace.com IN MX
 preference: 30
 exchange: aspmx3.googlemail.com
 3600s (01:00:00)
 squarespace.com IN MX
 preference: 20
 exchange: alt1.aspmx.l.google.com
 3600s (01:00:00)
 squarespace.com IN MX
 preference: 30
 exchange: aspmx4.googlemail.com
 3600s (01:00:00)
 squarespace.com IN MX
 preference: 10
 exchange: aspmx.l.google.com
 3600s (01:00:00)
 squarespace.com IN TXT blitz=mu-7f52abd9-ba46bb2d-6f27caec-3cbd75d8 60s (00:01:00)
 squarespace.com IN TXT v=spf1 ip4:65.39.205.54 ip4:65.39.205.60 ip4:74.63.202.188 ip4:65.39.205.52 ip4:76.12.109.197 a mx a:mail.squarespace.com
 include:sendgrid.net include:_spf.google.com include:email-od.com ~all dkim=unknown 60s (00:01:00)
 squarespace.com IN SPF v=spf1 ip4:65.39.205.54 ip4:65.39.205.60 ip4:74.63.202.188 ip4:65.39.205.52 ip4:76.12.109.197 a mx a:mail.squarespace.com
 include:sendgrid.net include:_spf.jobvite.com include:_spf.google.com include:email-od.com ~all 900s (00:15:00)
 squarespace.com IN A 198.185.159.131 60s (00:01:00)
 delta-pilots.org IN A 65.39.205.54 3600s (01:00:00)
 delta-pilots.org IN MX
 preference: 0
 exchange: smtp.secureserver.net
 3600s (01:00:00)
 delta-pilots.org IN MX
 preference: 10
 exchange: mailstore1.secureserver.net
 3600s (01:00:00)
 delta-pilots.org IN NS ns21.domaincontrol.com 3600s (01:00:00)
 delta-pilots.org IN NS ns22.domaincontrol.com 3600s (01:00:00)
 delta-pilots.org IN SOA
 server: ns21.domaincontrol.com
 email: dns@jomax.net
 serial: 2013110900
 refresh: 28800
 retry: 7200
 expire: 604800
 minimum ttl: 3600

Nov 9th, 2013 at 9:29PM

(3 months ago)

Dan S.

To: DPA Media Committee <media@delta-pilots.org>
From: 'Dan S.' <customercare@sqsp.me> (Squarespace Customer Care)
Reply-to: customercare@squarespace.com
Cc: Tim Caplinger <dpa@delta-pilots.org>

Hi Rick,

Thanks for sending this our way. I'd be happy to help!

Would you mind clarifying what the issue is here? The information you've sent over is all public domain information. For example, you can see all of this here:

<http://who.is/whois/delta-pilots.org>

Sorry for any confusion this might cause. Please let us know how we can continue to help -- thanks!

<https://squarespace.desk.com/agent/#>

2/6/2014

Desk.com Agent -- Rohit Giri

2/6/2014

Desk.com Agent -- Rohit Giri

Oct 27th, 2013 at 5:27PM

(3 months ago)

Virus?

To: (Empty)

From: media@delta-pilots.org

Hi,

I am getting complaints from my members that several virus software programs including Kaperski are reporting that our website has a virus. Safari occasionally blocks it as well. What should I do to clear this?

Thanks!

Tim Caplinger

dpa@delta-pilots.org

813-785-4761

Oct 27th, 2013 at 6:00PM

(3 months ago)

Edelweiss C.

To: media@delta-pilots.org

From: 'Edelweiss C.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hi Tim,

Happy to help! It's not possible for your site to have a virus. You may be placing content on your site that anti-virus programs deem malicious.

Squarespace is extremely security-conscious. Our users trust us with their online presence and we're committed to upholding that trust. As such, we develop our application with the highest standards of security. Squarespace has undergone an intense barrage of security tests ranging from XSS exploits, email scraping, DDoS, and other more direct penetration attacks and has passed with flying colors on every account. Since every one of our websites is served on the same underlying fabric, every customer has the same rock-solid security.

Hope this clarifies. Let us know if you have any questions. Thanks!

Oct 27th, 2013 at 6:22PM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Thanks for the quick reply. Is there a list of common mistakes that might make my site look malicious?

Tim

From: 'Edelweiss C.' [mailto:customercare@sqsp.me]

Sent: Sunday, October 27, 2013 6:00 PM

To: media@delta-pilots.org

Subject: Re: Virus?

Oct 27th, 2013 at 6:51PM

(3 months ago)

Dan S.

To: DPA Mail <dpa@delta-pilots.org>

From: 'Dan S.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hey Tim,

<https://squarespace.desk.com/agent#>

2/6/2014

Desk.com Agent -- Rohit Giri

No problem -- Happy to help out here!

While we don't have a list of malicious topics or Frequently Asked Questions of this nature, I'd find it hard to believe that anything of malicious nature would be on a page focused around a major organization like the one you work for.

With that said, have you been able to replicate any of these reports from any of these various anti-virus softwares, or do you have any screenshots of the error messages that are being produced? I'd be curious to take a closer look at this.

Let us know – thanks!

Oct 27th, 2013 at 7:18PM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Hi Dan,

It is the nature of my organization that means I am especially vulnerable to malicious attacks. The opposing union we are trying to replace is on the ropes and would certainly hack our site if they could. I don't have any screen shots at the moment, but I will query some members for more details. Typically, the site is blocked with a simple statement that the site has a virus and is unsafe to visit.

Tim

From: 'Dan S.' [mailto:customercare@sqsp.me]

Sent: Sunday, October 27, 2013 6:52 PM

To: dpa@delta-pilots.org

Subject: RE: Virus?

Oct 27th, 2013 at 7:42PM

(3 months ago)

Ariella G.

To: DPA Mail <dpa@delta-pilots.org>

From: 'Ariella G.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hi Tim,

Keep us informed about what you find as well as any other issues that may erupt due to the opposing union.

All the best.

Oct 28th, 2013 at 1:24AM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Attachments: image001.png

Hi again,

I asked Trend Micro to analyze our website and this is the report I received. I still don't have specifics on what the "disease vector" is. Anything you guys can do to provide analysis would be GREATLY appreciated.

I am going to try to call Trend Micro on Monday the 28th for clarification.

Tim Caplinger

DPA

<https://squarespace.desk.com/agent#>

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DPA 111

2/6/2014

Deskcom Agent -- Rohit Giri

cid:image

Greetings,

On 10:25 PM, October 27, 2013 UTC, you have submitted a reclassification request to Trend Micro.

We have processed your request and below is the result.

URL

<http://www.deltapilotsassociation.org>

New Safety Rating

(originally rated as "Untested" by Trend Micro)

Dangerous

New Content Type

(originally categorized as "Untested" by Trend Micro)

Disease Vector

***The system updated the URL submission to prevent this notification from being detected as spam or phishing mail.**
If you still have any questions, feel free to <<http://us.trendmicro.com/us/about/contact/index.html>>; contact us

Sincerely,
Trend Micro

From: 'Ariella G.' [mailto:customercare@sqsp.me]
Sent: Sunday, October 27, 2013 7:42 PM
To: dpa@delta-pilots.org
Subject: RE: Virus?

Oct 28th, 2013 at 3:06AM
(3 months ago)
John B.
To: DPA Mail <dpa@delta-pilots.org>
From: 'John B.' <customercare@sqsp.me> (Squarespace Customer Care)
Reply-to: customercare@squarespace.com
Hi Tim,

<https://squarespace.desk.com/agent#>

2/6/2014

Deskcom Agent -- Rohit Giri

Keep us posted as to what Trend Micro has to say. This is certainly uncommon!

Thanks!

Oct 28th, 2013 at 10:16AM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Attachments: image001.png

Here is the blocking message from Kaspersky. Still no word from Trend Micro.

Tim

From: 'John B.' [mailto:customercare@sqsp.me]

Sent: Monday, October 28, 2013 3:07 AM

To: dpa@delta-pilots.org

Subject: RE: Virus?

Oct 28th, 2013 at 10:20AM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Attachments: image001.png image002.png

Details from Kaspersky:

From: 'John B.' [mailto:customercare@sqsp.me]

Sent: Monday, October 28, 2013 3:07 AM

To: dpa@delta-pilots.org

Subject: RE: Virus?

Oct 28th, 2013 at 10:24AM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Attachments: image001.png image002.png

This is the type of message that pops up multiple times:

This is how the home page loads:

<https://squarespace.desk.com/agent#>

2/6/2014

Desk.com Agent -- Rohit Giri

From: 'John B.' [mailto:customercare@sqsp.me]

Sent: Monday, October 28, 2013 3:07 AM

To: dpa@delta-pilots.org

Subject: RE: Virus?

Oct 28th, 2013 at 10:37AM

(3 months ago)

Jennifer V.

To: DPA Mail <dpa@delta-pilots.org>

From: 'Jennifer V.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hi there,

I see from your screenshots that you're using Internet Explorer. Are you seeing this when accessing your site in other browsers? Chrome, Firefox, Safari?

Let me know -- I look forward to getting this issue resolved.

Oct 28th, 2013 at 2:59PM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Safari is affected as well.

From: 'Jennifer V.' [mailto:customercare@sqsp.me]

Sent: Monday, October 28, 2013 10:38 AM

To: dpa@delta-pilots.org

Subject: RE: Virus?

Oct 28th, 2013 at 3:40PM

(3 months ago)

Ryan T.

To: DPA Mail <dpa@delta-pilots.org>

From: 'Ryan T.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hello Tim,

Thank you for your reply.

I took my time out to read through the entire thread and I'm pretty certain this has to do with what certain anti-viruses "deem" to be harmful. Anti-virus programs have their own databases of known threats to cross check from and hard coded calculations to make that will mark a website as harmful or OK to visit. Apparently there's something on your site that these programs are finding which triggers a negative response.

I visited your site and noticed that you have a mass amount of pages/content. Of course, it's difficult for me to pin-point exactly what may be triggering the anti-virus software with all the given content on your site. I would reach out to "Kaspersky" and try to obtain an explanation as to why these pages and/or files are deemed dangerous. Also, they will need to provide a suggested workaround. They may ask that you make specific modifications or remove certain part of your website altogether.

The markup they gave you is helpful but this does not of course address what action needs to be taken moving forward to prevent this from happening.

Make sure to let us know if you have any additional questions or concerns.

2/6/2014

Desk.com Agent -- Rohit Giri

Oct 5th, 2013 at 10:14PM

(4 months ago)

Web Forum

To: (Empty)

From: media@delta-pilots.org

Hi,

I have asked this in the distant past, but I want to address it again in hopes a new feature is available. I DESPERATELY need a more user friendly web forum that I can host on the private side of our website. I current have a Journal that members can post on, but it is FAR from user friendly. This is an urgent request that could make an enormous difference for me right now. Any help or information would be greatly appreciated.

Tim Caplinger

dpa@delta-pilots.org

Oct 5th, 2013 at 11:14PM

(4 months ago)

Dilpreet S.

To: media@delta-pilots.org

From: 'Dilpreet S.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hello Tim,

Happy to help here!

We appreciate your feedback here, and while we're unable to offer this functionality currently, I've mentioned your suggestion to our developers as a feature request for future consideration.

Although we can't guarantee their implementation, all suggestions are reviewed and your continued input is always welcome. Thanks!

2/6/2014

Desk.com Agent -- Rohit Giri

Jan 5th, 2013 at 1:51AM

(1 year ago)

Switching to SS6

To: Submitted via Web

From: media@delta-pilots.org

If I switch to SS6 will I have all the same account management tools as SS5?

I don't see any information to indicate I will be able to create (migrate and maintain) 12000 individual usernames w/passwords that I have with SS5.

This is my first major question about switch, I will have more depending on the answer.

Thanks,

Rick

Jan 5th, 2013 at 1:56AM

(1 year ago)

Steven N.

To: media@delta-pilots.org

From: 'Steven Neff <support@sqsp.me> (Squarespace Support)

Reply-to: support@squarespace.com

Hi Rick,

Thanks for reaching out!

Actually these are completely different platforms so you're not going to have the same options here. Also in regards to Members and Audiences, these are done completely different in Squarespace 6 so I am not sure if you would even want to transfer them over.

Basically the way it works in Squarespace 6 is you have Contributors. Basically these are members that have permissions to edit specific areas in your site. For example you can have a Billing contributor that is able to manage the billing or you might have a Content contributor that can edit content only. We have more information on this here:

<http://help.squarespace.com/customer/portal/articles/412927?t=103959>

Take a look at this information.

If you should have further questions here, don't hesitate to let us know. Thanks.

Jan 31st, 2013 at 10:38PM

(1 year ago)

To: <support@squarespace.com>

From: <media@delta-pilots.org>

Attachments: sigimg0.bin

Steven,

Can someone call me from technical support to discuss my options for running SS5 and SS6 simultaneously for the same URL.

Please call me in the afternoon Eastern Time at 727-421-2457.

Thanks,

Rick Eagan

Delta Pilots Association

----- Original Message -----

Subject: Re: Switching to SS6

From: 'Steven Neff <support@sqsp.me (mailto:support@sqsp.me)>;

Date: Fri, January 04, 2013 11:56 pm

<https://squarespace.desk.com/agent/#>

1/2

DPA 116

2/6/2014

Desk.com Agent -- Rohit Giri

To: media@delta-pilots.org (mailto:media@delta-pilots.org)

Jan 31st, 2013 at 11:13PM

(1 year ago)

Eric S.

To: media@delta-pilots.org

From: 'Eric Song' <support@sqsp.me> (Squarespace Support)

Reply-to: support@squarespace.com

Hey Rick,

We unfortunately don't offer phone support, but we're happy to help you here via email, 24/7.

We also offer Live Chat support Monday - Friday between the hours of 11am and 7pm Eastern. The Live Chat window is available on all pages of our help site.

In regards to your question, if you could provide me with some more detail, I'll be able to answer it for you here.

Let me know -- thanks!

2/6/2014

Deskcom Agent -- Rohit Giri

Jun 15th, 2012 at 6:21PM

(2 years ago)

Our form is failing!!

To: (Empty)

From: media@delta-pilots.org

<http://deltapilotsassociation.org/member-form/>

The form is transmitting a Failure message upon submission. We have lost several submissions today and last night. We have made no changes to it recently.

HELP!

Tim Caplinger

dpa@delta-pilots.org

813-785-4761

Jun 15th, 2012 at 6:34PM

(2 years ago)

Nick M.

To: media@delta-pilots.org

From: 'Nick M' <support@sqsp.me> (Squarespace Support)

Reply-to: support@squarespace.com

Hi there,

I'm very sorry for the troubles here. Can you try saving the excel file (located within Website Management > Data & Media > File Storage > Captured Data) to your machine, remove the file, then retry submitting the form? This should clear out any issues.

Please let me know if you encounter any further problems with this.

Thanks!

Jun 15th, 2012 at 6:47PM

(2 years ago)

DPA Mail

To: <support@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

That did it!!!!

One last question. Some of the fields are submitting data in the wrong formats. For instance, Date Submitted should be 6/15/12 but it is reading 41904. When I reformat the field I get the actual date, but it is an extra step I don't need. This is true for the zip code field, employee number field and position field. Thoughts?

Tim

From: 'Nick M' [mailto:support@sqsp.me]

Sent: Friday, June 15, 2012 6:34 PM

To: media@delta-pilots.org

Subject: Re: Our form is failing!!

Jun 15th, 2012 at 6:56PM

(2 years ago)

Nick M.

To: media@delta-pilots.org

From: 'Nick M' <support@sqsp.me> (Squarespace Support)

Reply-to: support@squarespace.com

<https://squarespace.desk.com/agent#>

2/6/2014

Deskcom Agent -- Rohit Giri

Hi Tim,

I'm glad that fix worked! However, I'm sorry about the form formatting issue -- the developers have this as a known issue, and are working on a resolution as soon as possible.

I've marked this message for follow up, and we'll let you know as soon as this is resolved.

We appreciate your patience.

Jun 18th, 2012 at 11:23AM

(2 years ago)

Tom G.

To: media@delta-pilots.org

From: 'Tom' <support@sqsp.me> (Squarespace Support)

Reply-to: support@squarespace.com

Hey there,

Sorry for the delay -- the engineers were able to resolve the issue with the form submission data no being properly formatted. If you encounter any further issues with the formatting of existing form data file, try saving the current excel file to your machine, then remove it from file storage. This will cause a new file to be created upon a new submission. If you continue to experience further issues with this after this, please do let us know.

Sorry for the inconvenience.

2/6/2014

Desk.com Agent -- Rohit Giri

May 30th, 2012 at 7:40AM

(2 years ago)

Android App

To: (Empty)

From: media@delta-pilots.org

Hi,

I get a message "Failed to add account. Please try again." on my Samsung Galaxy 2S. I have checked my login and password are correct. Any ideas? Thank you!

Tim Caplinger

Delta Pilots Association

May 30th, 2012 at 7:56AM

(2 years ago)

Noah M.

To: media@delta-pilots.org

From: 'Noah Makharita' <support@sqsp.me> (Squarespace Support)

Reply-to: support@squarespace.com

Hey Tim,

I'm sorry for the troubles with this – the developers have this as a known issue, and are working on a resolution as soon as possible.

I've marked this message for follow up, and we'll let you know as soon as this is resolved.

We appreciate your patience.

May 30th, 2012 at 8:24AM

(2 years ago)

DPA Mail

To: <support@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Thank you Noah!

Tim

From: 'Noah Makharita' [mailto:support@sqsp.me]

Sent: Wednesday, May 30, 2012 7:56 AM

To: media@delta-pilots.org

Subject: Re: Android App

May 30th, 2012 at 8:35AM 2 years ago

Aimee Parmelee

Support Known Issue > <https://support.squarespace.com/known-issues/2012/5/27/android-users-unable-to-login.html>

Ticket 195652 added to notification

May 30th, 2012 at 8:36AM

(2 years ago)

Aimee

To: media@delta-pilots.org

From: 'Aimee' <support@sqsp.me> (Squarespace Support)

Reply-to: support@squarespace.com

Hi Tim,

<https://squarespace.desk.com/agent#>

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DPA 120

2/6/2014

Deskcom Agent -- Rohit Giri

You're very welcome! Should you need further assist, let us know at any time.

Many kind regards,

Jun 6th, 2012 at 5:50PM

(2 years ago)

Tom G.

To: media@delta-pilots.org

From: Tom' <support@sqsp.me> (Squarespace Support)

Reply-to: support@squarespace.com

Hey there,

Sorry for the delay -- the engineers were able to resolve the issue with the Android app. If you encounter any further issues with this please let us know.

Sorry for the inconvenience.

2/6/2014

Desk.com Agent -- Rohit Giri

May 14th, 2012 at 10:52PM

(2 years ago)

FOnt on some pages unreadable

To: (Empty)

From: media@delta-pilots.org

Hi,

The font on the Traffic overview and popular content pages is come kind of unreadable cursive. Please correct. Thank you!

May 14th, 2012 at 10:59PM

(2 years ago)

Steven N.

To: media@delta-pilots.org

From: 'Steven N' <support@sqsp.me> (Squarespace Support)

Reply-to: support@squarespace.com

Hi Rick,

Sorry for the troubles!

From looking at your account, this is what I can see for the Traffic Overview:

<http://screencast.com/t/G3eKEuvWj>

and the Popular Content:

<http://screencast.com/t/TcP2wfCV57>

If you're seeing different than these, could you try clearing your cache and restarting your browser? We have a guide for this here:

<http://help.squarespace.com/customer/portal/articles/11109-how-do-i-clear-my-browser-s-cache>

If this doesn't resolve, can you take a screenshot of how this appears for you and add this as an attachment to this e-mail, so I can take a look? We have a guide for taking a screenshot here:

<http://help.squarespace.com/customer/portal/articles/11116-how-do-i-take-a-screen-shot>

You'll need to save this as a JPG, GIF, or PNG file so we can view it.

Let us know. Thanks!

May 15th, 2012 at 12:12AM

(2 years ago)

DPA Mail

To: <support@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Attachments: PopularContent.png TrafficOverview.png

Very odd. Not what I am looking at.

Tim/Rick

Delta Pilots Association

From: 'Steven N' [mailto:support@sqsp.me]

Sent: Monday, May 14, 2012 11:00 PM

To: media@delta-pilots.org

<https://squarespace.desk.com/agent/#>

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2/6/2014

Deskcom Agent -- Rohit Giri

Subject: Re: FOnt on some pages unreadable

May 15th, 2012 at 12:20AM

(2 years ago)

Carly Jo L.

To: media@delta-pilots.org

From: 'Carly Jo L' <support@sqsp.me> (Squarespace Support)

Reply-to: support@squarespace.com

Hi there,

That is indeed strange-- I'm also seeing your statistics as Steven is.

Thanks much for providing those screenshots-- very helpful indeed.

Can you let me know which browser/version you're using? I'd like to take a look within the same one.

If you're unsure of these details, you can visit the following URL:

www.supportdetails.com

From there, you can click the "Export PDF" button and attach it to this email so we can view it.

Also, as a first step, could you try clearing your browser cache? We have a guide for this here:

<http://help.squarespace.com/customer/portal/articles/11109-how-do-i-clear-my-browser-s-cache->

After doing this, ensure you restart your browser and give this another look.

Let me know if this helps!

May 15th, 2012 at 1:34AM

(2 years ago)

DPA Mail

To: <support@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Hi,

I am viewing through IE9, version 9.0.8112.16421, 64 bit, update version 9.0.6. (KB2675157) Cipher strength 256-bit

No help on other steps.

Thanks!

From: 'Carly Jo L' [mailto:support@sqsp.me]

Sent: Tuesday, May 15, 2012 12:20 AM

To: media@delta-pilots.org

Subject: Re: FOnt on some pages unreadable

May 15th, 2012 at 1:43AM 2 years ago

Carly Jo Langefeld

Issue: Statistics are displaying in cursive font

Browser: IE 9

Notes: Can you please check this within IE9? (I don't have access and am unable to reproduce via Chrome-- Steven also isn't able to reproduce outside of IE.)

Customer screenshots:

<https://squarespace.desk.com/agent/#>

2/6/2014

Desk.com Agent -- Rohit Giri

Popular content- <http://screencast.com/t/kdlmPF2V>
Traffic overview- <http://screencast.com/t/G3eKEuWjV>

Thanks!

May 15th, 2012 at 1:44AM
(2 years ago)
Carly Jo L.
To: media@delta-pilots.org
From: 'Carly Jo L' <support@sqsp.me> (Squarespace Support)
Reply-to: support@squarespace.com
Hi Tim,

Thanks much for that information.

I'm going to escalate this ticket and assign this to the appropriate administrator for investigation. Once your ticket is assigned you will receive a reply to this ticket directly, as soon as possible.

Thanks for your patience here!

May 15th, 2012 at 11:48AM 2 years ago
Thomas Guzman
Sounds like an issue with their browser, perhaps it's using a modified default font. I'm not able to reproduce:

<https://img.skitch.com/20120515-7sc2gc2hhgt9d9hrehp5f8t3r.png>
<https://img.skitch.com/20120515-jn27srbausx3s9dfn371654iw7.png>

This is definitely a issue with their browser, it's possible they have modified their fonts within Internet Options, you can have them check there or recommend a different browser.

May 15th, 2012 at 12:29PM
(2 years ago)
Carly Jo L.
To: media@delta-pilots.org
From: 'Carly Jo L' <support@sqsp.me> (Squarespace Support)
Reply-to: support@squarespace.com
Cc: DPA Mail <dpa@delta-pilots.org>, <support@squarespace.com>
Hey Tim,

My apologies for the delay in response.

After hearing back, we're unfortunately unable to replicate this display issue with your statistics on our side of things. Simply for your reference:

Popular Content: <https://img.skitch.com/20120515-7sc2gc2hhgt9d9hrehp5f8t3r.png>

Traffic Overview: <https://img.skitch.com/20120515-jn27srbausx3s9dfn371654iw7.png>

That being said, this sounds like it is specific to your current browser. You can check under Internet Options to see if your fonts have been modified here.

You may also want to try viewing your Statistics within an alternate browser to see if this helps.

Let me know- thanks!

May 15th, 2012 at 5:13PM
(2 years ago)
DPA Mail
To: <support@squarespace.com>
From: DPA Mail <dpa@delta-pilots.org>
Thank you Carly. I will dig deeper on my end!

Tim

2/6/2014

Desk.com Agent -- Rohit Giri

From: 'Carly Jo L' [mailto:support@sqsp.me]
Sent: Tuesday, May 15, 2012 12:29 PM
To: media@delta-pilots.org
Cc: dpa@delta-pilots.org; support@squarespace.com
Subject: Re: FOnt on some pages unreadable

May 15th, 2012 at 5:31PM

(2 years ago)

Nick M.

To: media@delta-pilots.org

From: 'Nick M' <support@sqsp.me> (Squarespace Support)

Reply-to: support@squarespace.com

Glad Carly could help! Just let us know if you have any further questions - we're here 24/7 and are happy to help.

2/6/2014

Deskcom Agent -- Rohit Giri

Sep 14th, 2012 at 4:57PM

(1 year ago)

IE9 Favicon

To: (Empty)

From: redrudder@verizon.net

Hi,

I have uploaded a browser URL favicon and it displays fine in firefox. IE9 is not displaying it. Thanks.

Tim Caplinger

Sep 14th, 2012 at 5:53PM

(1 year ago)

Carly Jo L.

To: redrudder@verizon.net

From: 'Carly Jo L' <support@sqsp.me> (Squarespace Support)

Reply-to: support@squarespace.com

Hello Tim,

Happy to help.

In order to take a proper look at this for you, I'm going to take a bit of time with this.

I'll be in touch with more information for you ASAP. Thanks much for your patience!

Sep 14th, 2012 at 5:57PM 1 year ago

Carly Jo Langefeld

Screenshot from Ryan in IE9: <http://screencast.com/t/2MxTE6w2>

Sep 14th, 2012 at 10:42PM 1 year ago

Carly Jo Langefeld

Issue - Favicon is not appearing in IE9

Reproducible (y/n) - yes

Browser / OS - Internet Explorer 9

URL of issue - <http://fairclothestates.org/>

<http://fairclothestates.squarespace.com/>

Template (V6) - Native

Screenshots - <http://screencast.com/t/2MxTE6w2>

Additional Notes - Favicon shows up fine in other browsers (Firefox, Chrome, Safari)

File is currently a .png. I tested different images, file types (.ico) and sizes.

Looks like the favicon on www.squarespace.com shows up fine so it does seem possible. :)

Sep 14th, 2012 at 10:44PM

(1 year ago)

Carly Jo L.

To: redrudder@verizon.net

From: 'Carly Jo L' <support@sqsp.me> (Squarespace Support)

Reply-to: support@squarespace.com

Hi Tim,

As an update, I'm going to escalate this ticket and assign it to the appropriate administrator for Advanced Testing.

Just as a note, escalated tickets involve more in-depth troubleshooting, so it might be longer than you're used to for the next update. We're definitely working on it though.

Once your ticket is assigned, we'll reply back as soon as possible.

**As a note: any replies sent to this ticket will not be received immediately. If you have any urgent questions regarding this escalated ticket, please submit a new ticket or send an email to support@squarespace.com referencing ticket #269555.

<https://squarespace.desk.com/agent#>

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DPA 126

2/6/2014

Deskcom Agent -- Rohit Giri

My apologies for any inconvenience and thanks for your patience while we work on this for you.

Sep 15th, 2012 at 11:38AM 1 year ago

Thomas Guzman

He's using a renamed PNG, in which he simply named .ico

<https://img.skitch.com/20120915-bn3eqbwhh1igxqq42m9a6xye59.png>

They'll need to convert and re-upload as an ico file.

Sep 15th, 2012 at 1:00PM

(1 year ago)

Carly Jo L.

To: redrudder@verizon.net

From: 'Carly Jo L' <support@sqsp.me> (Squarespace Support)

Reply-to: support@squarespace.com

Hello Tim,

After hearing back, you will want to convert and re-upload your favicon file as an .ico file.

You can use an image editor for this -- alternately, you can use an online image generator such as:

<http://www.convertico.com/>

You can then re-add this image as your favicon under Settings > General. It should then appear without issue in Internet Explorer 9.

Let me know if this helps!

2/6/2014

Desk.com Agent -- Rohit Giri

Sep 14th, 2012 at 11:38AM

(1 year ago)

Interaction with Tim Caplinger

To: (Empty)

From: redrudder@verizon.net

Location: USA (Tampa, FL)

On page: http://static.olark.com/jsclient/popout.html?_ok=9890-199-10-7892kcsid=7p7ghgow4JoDRwOO6LgTFlo989019180&_oklv=1347721638047,7p7ghgow4JoDRwOO6LgTFlo989019180&hblid=vdg2Gq6oJONn2Ky0rBsVnJr989019185&_okgid=undefined&olfsk:

IP address: 173.65.106.19

Talked with: Paulina V.

Tim Caplinger (redrudder@verizon.net)

11:09 | Hi! I have a SS5 account for business under Delta Pilots Association. I am ready to start a SS6 account for personal use. Is there a price break on the unlimited SS6 plan for multiple accounts? I see the promo code entry point and thought I might have earned that as a two year current client. Thanks!

Paulina V.

11:09 | Hey Tim!

11:10 | I'd be happy to help :)

11:10 | You're actually more than welcome to link the billing for your Squarespace 6 site to your Squarespace 5 account — this entitles you to a free Squarespace 6 site :) As long as you have a paid subscription on Squarespace 5, you'll get this free Squarespace 6 site.

Tim Caplinger (redrudder@verizon.net)

11:12 | I need to set up a separate account from my business account. I will need to get the separate domain as well.

11:12 | And I am willing to pay.....:)

Paulina V.

11:12 | Your domain can be separate, that isn't an issue at all however, you do not want to link this, correct?

11:13 | It is just an advantage of being a Squarespace 5 customer, just thought I'd let you know :)

Tim Caplinger (redrudder@verizon.net)

11:13 | Fully separate please.

Paulina V.

11:13 | No worries then!

11:14 | We don't have any special pricing unfortunately for those moving over to Squarespace 6 completely. There are some coupon options here: <http://squarespace.com/coupons> — keep in mind that this only applies to the bi-yearly plan.

Tim Caplinger (redrudder@verizon.net)

11:15 | 10% is a good start.....

11:16 | I can't shell out two years worth however

Paulina V.

11:16 | Understandable — at this point in time though the special pricing that is available for those with a Squarespace 5 site is a free Squarespace 6 with the billing linked.

Tim Caplinger (redrudder@verizon.net)

11:17 | oh fiddle.....I will talk to the wife.

11:17 | :) have a good day

Paulina V.

11:17 | You as well :)

11:18 | Thanks for chatting with us today! If you have any other questions, feel free to contact our email support team at support@squarespace.com, 24/7! Cheers!

2/6/2014

Deskcom Agent -- Rohit Giri

Sep 13th, 2012 at 12:47PM
(1 year ago)
Interaction with Tim Caplinger
To: (Empty)
From: redrudder@verizon.net
Location: USA (Tampa, FL)
On page: [Tim Caplinger \(redrudder@verizon.net\)
12:07 | Hi, I need help with my new site. I would like to upload a pdf document \(HOA By-Laws\) to my SS6 site. What is the best way to access this large pdf file?](http://static.olark.com/jsclient/popout.html?_ok=9890-199-10-7892&wcid=Yp4TMopu92kSCxAKA6elrP989019185&_oklv=1347638762210,rYp4TMopu92kSCxAKA6elrP989019185&hblid=vdg2Gq6oJONn2Ky0rBsVnJr989019185&_okgid=undefined&ofsk=IP address: 173.65.106.19
Talked with: Will H.</p></div><div data-bbox=)

Will H.
12:07 | Hi Tim!
12:08 | You can add a text link to upload this file
12:08 | See the guide here:
12:08 | <http://help.squarespace.com/customer/portal/articles/644775-creating-a-text-link?t=103959?t=103959>

Tim Caplinger (redrudder@verizon.net)
12:09 | Thank you... next question

Will H.
12:09 | Sure thing

Tim Caplinger (redrudder@verizon.net)
12:09 | I have created a blog that is password protected
12:10 | Do I need to send contributor invitations to every person who would like to post on it?
12:10 | If so, what is the basic permission they would need to only post on the blog and not edit elsewhere

Will H.
12:11 | Yes, if you would like them to be able to add content to the blog, you can use the Content Editor permission
12:11 | Unfortunately there's no setting to limit this to specific pages however

Tim Caplinger (redrudder@verizon.net)
12:11 | UGH!!!
12:11 | Any plans for a discussion forum?
12:12 | I need for my neighbors to be able to discuss issues on a private forum

Will H.
12:12 | I can't specify dates for any new features, however I'm happy to add this is as a suggestion to our developers for you

Tim Caplinger (redrudder@verizon.net)
12:13 | So content editor permission is required to comment on a blog entry?
12:14 | I think that is not required, just for new blog entries

Will H.
12:15 | I see what you mean
12:15 | You would not need to use the Content Editor permission
12:15 | You can actually just provide the blog password and allow them to comment
12:16 | You can use the Trusted Commentor permission if you'd prefer they have a login to add comments

Tim Caplinger (redrudder@verizon.net)
12:16 | That's good enough for now. Very rough and inflexible..we need a basic forum to promote free dialog

Will H.
12:17 | I understand, I'm going to send this over as feedback to our developers for you

Tim Caplinger (redrudder@verizon.net)
12:17 | One last question, on the blog page, I don't see a way to add a header or text block above the blog to explain this limitation....ideas?

Will H.
12:18 | Can you provide the Squarespace URL for your blog page so I can look into this for you?

Tim Caplinger (redrudder@verizon.net)
12:19 | <https://tim-caplinger.squarespace.com/config/#module=content&collectionId=5050cb38e4b0e5d7355c050d>
12:20 | <https://tim-caplinger.squarespace.com/blog/>
12:20 | that's better

<https://squarespace.desk.com/agent#>

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2/6/2014

Deskcom Agent -- Rohit Giri

12:21 | My first blog entry, "Welcome to the forum" would be the header.

Will H.

12:22 | Thanks !

12:22 | One moment here

12:23 | I see what you mean here

12:24 | There's no setting for adding this as a post above your site content, and the Native template does not support a sidebar on the blog page for this

12:24 | I'd recommend adding this as a post within your blog or on a page that links to the blog

Tim Caplinger (redrudder@verizon.net)

12:25 | So create a page with all info and then link it over. I will play with it. Thanks!

12:27 | Goodbye!

Will H.

12:27 | Yes that is correct — glad to help!

12:27 | Thanks for chatting with us today! Please visit this form to tell us how we did: <http://sqsp.me/chat-feedback>

12:27 | If you have any other questions, feel free to contact our email support team at support@squarespace.com, 24/7!

2/6/2014

Desk.com Agent -- Rohit Giri

Sep 12th, 2012 at 4:01PM

(1 year ago)

Interaction with Tim Caplinger

To: (Empty)

From: redrudder@verizon.net

Location: USA (Tampa, FL)

On page: http://static.clark.com/jsclient/popout.html?_ok=9890-199-10-

7892&wcsid=AYuuiSjz58zboyNbCxJDTTz989019185&_oklv=1347564852961,AYuuiSjz58zboyNbCxJDTTz989019185&hblid=vdg2Gq6oJONn2Ky0rBsVnJr989019185&_okgid==null&olfsk=olfsk789

IP address: 173.65.106.19

Talked with: Paulina V.

Tim Caplinger (redrudder@verizon.net)

03:35 | Hi, I am starting up my SS6 site. I am having trouble modifying the fonts, colors, size of logo, etc on the home page. I see "style mode" in the bottom right corner, but no editing features.

Paulina V.

03:35 | Hey Tim!

03:35 | I'm more than happy to help :) And I apologize in advance for any delay you may experience with my replies, I'm assisting a few Squarespace customers at the same time. I appreciate your patience!

03:35 | When you click your paintbrush, are you unable to view anything?

Tim Caplinger (redrudder@verizon.net)

03:36 | I don't see the paintbrush!

Paulina V.

03:36 | Sorry for the confusion there!

03:36 | It sounds like you may be using Internet Explorer 9 to edit your site, is that correct?

Tim Caplinger (redrudder@verizon.net)

03:37 | yes

Paulina V.

03:38 | Thanks for clarifying!

03:39 | I'm sorry for the trouble with this — the developers have this as a known issue, and are working on a resolution as soon as possible. I've marked this conversation for follow up, and we'll let you know as soon as this is resolved by email. We appreciate your patience.

03:39 | In the interim, we recommend using an alternative browser such as Firefox or Chrome.

Tim Caplinger (redrudder@verizon.net)

03:39 | I'll give it a try. Thank you.

Paulina V.

03:40 | You're very welcome! Did you have any other questions?

2/6/2014

Deskcom Agent -- Rohit Giri

Sep 12th, 2012 at 1:11PM

(1 year ago)

Interaction with Tim Caplinger

To: (Empty)

From: redrudder@verizon.net

Location: USA (Tampa, FL)

On page: <http://help.squarespace.com/customer/portal/articles/644686-live-chat>

IP address: 173.65.106.19

Talked with: Paulina V.

Tim Caplinger

12:57 | Hi, I have a few questions about SS6

Paulina V.

12:58 | Hey Tim!

12:58 | I'm more than happy to help :) And I apologize in advanced for any delay you may experience with my replies, I'm assisting a few Squarespace customers at the same time. I appreciate your patience!

12:58 | What can I help you with today?

Tim Caplinger

12:58 | I have a SS5 account under Delta Pilots Association and am looking to establish a simpler site for my homeowners association

12:59 | Is there an ability in SS6 to have a public area and one private audience (the neighborhood)?

Paulina V.

01:01 | Thanks for your patience!

01:02 | Since Squarespace 6 was approached very differently, the Members & Audiences feature has evolved into a few new features. We've grown from the idea of audiences and in turn created the ability to add what we're referring to as Contributors now: <http://help.squarespace.com/customer/portal/articles/412927-adding-and-managing-contributors?t=103959?t=103959> Instead of adding members and adjusting audience permissions, you can simply choose the type of contributor you want a person to be and you're all set.

01:02 | Additionally, you can still add a site-wide password -- this has also been very simplified: <http://help.squarespace.com/customer/portal/articles/666824-how-to-set-a-password-for-my-site?t=103959?t=103959> and/or page passwords: <http://help.squarespace.com/customer/portal/articles/664507-how-do-i-set-a-page-password?t=103959?t=103959> Which really came from feedback we received from our subscribers -- photographers, for example, wanted to provide the images for their specific client and their photo shoots.

Tim Caplinger

01:03 | So a home page could have galleries for the public to view, but neighbors could login and participate in a private blog?

Paulina V.

01:06 | Absolutely :)

Tim Caplinger

01:07 | Thanks so much...I think it will be a perfect fit then! Have a great day! Tim

Paulina V.

01:07 | You're very welcome!

01:07 | And thanks for chatting with us today! If you have any other questions, feel free to contact our email support team at support@squarespace.com, 24/7! Cheers!

2/6/2014

Desk.com Agent -- Rohit Giri

Sep 12th, 2012 at 10:49AM

(1 year ago)

Audiences

To: Submitted via Web

From: redrudder@verizon.net

Hi!

I am currently a Squarespace 5 user (Delta Pilots Association) and am looking to set up a simpler site for my neighborhood home owners association. Please give me a call at 813-785-4761 to discuss the suitability of SS6 for this project. Thank you!

Tim

Sep 12th, 2012 at 11:31AM

(1 year ago)

Ed Bridges

To: redrudder@verizon.net

From: 'Ed Bridges' <support@sqsp.me> (Squarespace Support)

Reply-to: support@squarespace.com

Hi Tim,

We unfortunately don't offer phone support, but we're happy to help you here via email, 24/7.

We also offer Live Chat support Monday - Friday between the hours of 11am and 7pm Eastern. The Live Chat window is available on all pages of our help site.

Let me know -- thanks!

2/11/2014

Desk.com Agent -- Rohit Giri

Nov 9th, 2013 at 10:55AM

(3 months ago)

HELP!

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Hi Squarespace!

I need URGENT HELP! My site www.deltapilotsassociation.org/ has been hijacked. Please try to view it and see what you get. I got this link below as the redirect. I need immediate help rectifying it.

Thank you.

Please call me at 813-785-4761.

Tim Caplinger

Delta Pilots Association

0cc3bch`http://www.deltapilotsassociation.org//?r=50940298 <http://www.deltapilotsassociation.org/?r=50940298>;`

ae038d88b0bbbf9e14-165551232]]

Nov 9th, 2013 at 11:08AM

(3 months ago)

Chris L.

To: DPA Mail <dpa@delta-pilots.org>

From: 'Chris L.' <customercare@squarespace.com> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hi there,

Happy to help!

Can you please clarify on what you mean by "hijacked"?

I checked out your site -- <http://www.deltapilotsassociation.org/> -- and I see that it is correctly pointing to Squarespace. See here:

<http://screencast.com/t/Bkd4rto7>

Thanks!

<https://squarespace.desk.com/agent/#>

1/6

2/11/2014

Desk.com Agent -- Rohit Giri

Nov 9th, 2013 at 11:20AM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

What is the correct IP address for my site?

Thanks.

Tim Caplinger

DPA

From: 'Squarespace Customer Care' [mailto:customercare@squarespace.com]

Sent: Saturday, November 09, 2013 10:56 AM

To: dpa@delta-pilots.org

Subject: Re: HELP! -- Case # 697216

Nov 9th, 2013 at 11:26AM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Hi Chris!

THAT'S NOT OUR SITE! Our site can still be found by typing deltapilotsassociation.org without the www

Tim

From: 'Chris L.' [mailto:customercare@squarespace.com]

Sent: Saturday, November 09, 2013 11:09 AM

To: dpa@delta-pilots.org

Subject: Re: HELP!

Nov 9th, 2013 at 11:30AM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

PLEASE call me direct as soon as possible.

Tim

(813) 785-4761

From: 'Chris L.' [mailto:customercare@squarespace.com]

Sent: Saturday, November 09, 2013 11:09 AM

To: dpa@delta-pilots.org

<https://squarespace.desk.com/agent#>

2/11/2014

Desk.com Agent -- Rohit Giri

Subject: Re: HELP!

Nov 9th, 2013 at 11:32AM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

The site is going to a trial account instead of the main DPA website. That trial account needs to get shut down first.

From: 'Chris L.' [mailto:customercare@squarespace.com]

Sent: Saturday, November 09, 2013 11:09 AM

To: dpa@delta-pilots.org

Subject: Re: HELP!

Nov 9th, 2013 at 11:57AM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

The hacker, Air Line Pilots Association, owns deltapiLOT.org where the site is now redirecting.

We own delta-pilots.org.

Tim

From: 'Chris L.' [mailto:customercare@squarespace.com]

Sent: Saturday, November 09, 2013 11:09 AM

To: dpa@delta-pilots.org

Subject: Re: HELP!

Nov 9th, 2013 at 12:14PM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

So here is the situation:

DPA owns: www.deltapiLOTSassociation.org, which redirects to our primary domain www.delta-pilots.org. Our opposition owns deltapiLOTS.org and deltapiLOT.org. They are doing the hacking/redirecting.

Tim

From: 'Chris L.' [mailto:customercare@squarespace.com]

Sent: Saturday, November 09, 2013 11:09 AM

To: dpa@delta-pilots.org

Subject: Re: HELP!

Nov 9th, 2013 at 12:43PM

(3 months ago)

<https://squarespace.desk.com/agent#>

2/11/2014

Desk.com Agent -- Rohit Giri

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Attachments: image001.png

Notice the url below which we own but is redirecting to this trial site.

Tim Caplinger

DPA

From: 'Chris L.' [mailto:customercare@squarespace.com]

Sent: Saturday, November 09, 2013 11:09 AM

To: dpa@delta-pilots.org

Subject: Re: HELP!

Nov 9th, 2013 at 12:53PM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Cc: DPA Volunteer <jacseo@gmail.com>

Hi Go Daddy is hosting our domains. They indicate that all of our accounts look good and suggest that the hacker has opened a recent trial account at squarespace and has broken your code to take over the redirecting of www.deltapilotsassociation.org.

<http://deltapilotsassociation.org> appears to be going to our correct site, but it may be a clone. I can't tell.

Tim

From: 'Chris L.' [mailto:customercare@squarespace.com]

Sent: Saturday, November 09, 2013 11:09 AM

To: dpa@delta-pilots.org

Subject: Re: HELP!

Nov 9th, 2013 at 12:56PM

(3 months ago)

Jarno V.

To: DPA Mail <dpa@delta-pilots.org>

From: 'Jarno V.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hi Tim,

Thanks for bringing this to our attention. I'm going to take some extra time to review this issue more thoroughly.

I appreciate your patience on this!

Nov 9th, 2013 at 1:16PM 3 months ago

Jarno Veldhuis

*** Add to note/remove from response ***

Issue: Customer owns deltapilotsassociation.org which points to Squarespace 5 and looks to be properly mapped. www.deltapilotsassociation.org is now pointing to a Squarespace 6 site that is owned by someone else. Customer believes that this was done intentionally in an attempt to damage the organization.

Reproducible (y/n): y

<https://squarespace.desk.com/agent#>

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2/11/2014

Desk.com Agent -- Rohit Giri

Code (y/n): n

Browser / OS: na

URL of issue: tim-caplinger.squarespace.com , http://deltapilotsassociation.squarespace.com/

Custom Domain: deltapilotsassociation.org

Template:na

Screenshots: http://screencast.com/t/UHefp1IM3qt

Password protected (y/n): n

Additional Notes:

- If you created a test page, provide us with the URL of that test page whether on your own site or customer's site.

*** Add to note/remove from response ***

Nov 9th, 2013 at 1:17PM

(3 months ago)

Jarno V.

To: DPA Mail <dpa@delta-pilots.org>**From:** 'Jarno V.' <customercare@sqsp.me> (Squarespace Customer Care)**Reply-to:** customercare@squarespace.com

Hello again Tim,

I can tell that this is an urgent issue for your organization so I'm going to escalate this ticket and assign this to the appropriate administrator for further investigation. We'll reply back to this ticket directly with more information as soon as possible.

Just as a note, in some cases current issues that are escalated can take a bit more time to resolve. Any replies sent to this ticket will not be received immediately. If you have any urgent questions regarding this escalated ticket, please submit a new ticket or send an email to customercare@squarespace.com referencing ticket #697216.

Apologies for any inconvenience and thanks for your patience while we work on this for you.

Nov 10th, 2013 at 2:24AM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>**From:** DPA Mail <dpa@delta-pilots.org>

I am now getting no access to the site. Please check that delta-pilots.org is primary, deltapilotsassociation.org is secondary and deltapilot.org is deleted.

Thank you.

Tim Caplinger

DPA

From: 'Chris L.' [mailto:customercare@squarespace.com]

Sent: Saturday, November 09, 2013 11:09 AM

To: dpa@delta-pilots.org

Subject: Re: HELP!

Nov 10th, 2013 at 5:24PM 3 months ago

Vishal Patel

Hey Jarno,

When I go to the following domain it works fine.

www.deltapilotsassociation.org

However, when i go to the naked domain http://deltapilotsassociation.org it forwards to the Squarespace URL. I believe he has domain forwarding on

Nov 10th, 2013 at 6:18PM

(3 months ago)

Jarno V.

<https://squarespace.desk.com/agent#>

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Desk.com Agent -- Rohit Giri

2/11/2014

To: DPA Mail <dpa@delta-pilots.org>
From: 'Jarno V' <customercare@sqsp.me> (Squarespace Customer Care)
Reply-to: customercare@squarespace.com

Hi Tim,

Thanks for your patience here. We noticed that both www.deltapilotassociation.org and deltapirotsassociation.org are both presently point to the Squarespace site deltapirotsassociation.squarespace.com, however the domain without the www is now displaying your Squarespace URL. Take a look:

<http://screencast.com/t/gjd6TTAQ>

This likely means that you have domain forwarding turned on. You will want to disable this for your domain to display correctly with or without the www.

The site that this was directing towards was:

tim-caplinger.squarespace.com

This site has since been removed and the issue appears to have been resolved. Does anyone have access to your GoDaddy account that may have redirected your domain to the wrong site? I would recommend resetting your password with GoDaddy if this is possible.

Let us know if you have any additional questions or concerns.

Thanks!

<https://squarespace.desk.com/agent#>

2/11/2014

Desk.com Agent -- Rohit Giri

Nov 9th, 2013 at 11:34PM

(3 months ago)

Hijack Issue

To: (Empty)

From: media@delta-pilots.org

Hi,

Somehow, SquareSpace has added deltapilot.org to our domain list. This is a clone site DPA does not own. We need to remove it from our domain list immediately. Also, please research who has set up the trial squarespace account using deltapilot.org. This is our hacker. Please email us with results.

Tim Caplinger
dpa@delta-pilots.org

Rick Eagan
media@delta-pilots.org

Nov 10th, 2013 at 12:59AM 3 months ago

Zoë Holmes

Domain Name: deltapilots.org

Date Registered: Not sure

Issue Summary: Not entirely sure what is happening here, but they definitely show a linked, managed domain called deltapilot.org (see screenshot:
<http://screencast.com/t/cs2Aalm>) that goes nowhere and they say they:

1) Did not register

2) Is the work of a hacker

I am wondering if sites can be automatically associated with accounts, or would someone with login access need to do this? Basically--do they have a hacker or maybe just a disgruntled ex member with a login and bad web skills?

Any ideas of what's happening would be appreciated!

Nov 10th, 2013 at 1:00AM

(3 months ago)

Zoë H.

To: media@delta-pilots.org

From: 'Zoë H.' <customercare@sqsdp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hey there,

I'm going to escalate this case to a domain administrator to review.

You'll receive a reply to this case directly (#697937), as soon as possible.

We appreciate your patience, thanks!

Nov 10th, 2013 at 8:03AM 3 months ago

Erin Sheridan

Please Also see #697978

for additional customer comments.

Would like the deltapilot.org removed. As know where it come from. If we can do that?

Nov 10th, 2013 at 12:03PM 3 months ago

Dan Schenker

Also, #697815. They've submitted three tickets from two different people about the same issue.

<https://squarespace.desk.com/agent#>

2/11/2014

Desk.com Agent -- Rohit Giri

Nov 14th, 2013 at 2:19PM

(3 months ago)

Bill P.

To: media@delta-pilots.org

From: 'Bill P.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hello Rick,

We have looked over this case and see that the other gentleman linked here in your email (Tim) has also sent in a ticket regarding this issue. My fellow Customer Care representative Tom is speaking with him through email and will be looking more into this issue.

I've merged this ticket with the other ticket (#699538). We request that all replies stay in that ticket so we have a complete history of the conversation and help us avoid any confusion or duplicate replies.

Thank you!

2/11/2014

Desk.com Agent -- Rohit Giri

Nov 11th, 2013 at 10:18AM

(3 months ago)

DPA Site Attack

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Cc: DPA Volunteer <jacseo@gmail.com>

My friends at SquareSpace,

As of 09:45 Eastern today 11/11/13, there is still an unauthorized domain "deltapilot.org" in my custom domain list. I am still awaiting the removal of this domain and a report from you regarding the details behind who accessed our account and who set up this domain.

I am going to need to go to court to solve this if necessary. If you can provide me with the following information, I will hold SquareSpace harmless in the legal actions I will take:

1. First and Last name provided in the trial account setup for deltапilot.org
2. Email address provided in the trial account setup for deltапilot.org
3. IP Address captured in the trial account setup for deltапilot.org
4. The date that SquareSpace added deltапilot.org into our custom domain list.
5. A description of what took place to cause that to occur.
6. A log of what has happened in our DPA account over the last 30 days (domain changes, additions to the website, etc.).
7. A log of what has happened in the unauthorized deltапilot.org account over the last 30 days.
8. A log of DPA administrator logins over the last 30 days and associated IP addresses.
9. Any other pertinent information you may have.

This attack is ongoing in other mediums right now. The hacker is sending out spoof emails appearing to be from us to email addresses we don't have, but the other union ALPA does.

I am going to pursue this attacker in court and I would rather have SquareSpace on my side going in. I want to reiterate that I will hold you harmless if you will provide me with the information requested. Even if you were directly responsible for the access to our account adding the malicious domain deltапilot.org, I will not hold you responsible. I just want to know how it happened in as much detail as possible. Perhaps the hacker posed as us and got your assistance. If there is a protocol issue here that has been exposed, I want to work with you to solve it. I would expect a high level of security when it comes to administrator access and these guys got around it somehow.

The events unfolding will eventually make the national media, so please make every effort to provide as much detail as you possibly can. I am extremely happy with your product (except for the sorely lacking forum capability) and I will herald your product with highest praise if this gets resolved properly and quickly.

Thank you.

2/11/2014

Desk.com Agent -- Rohit Giri

Tim Caplinger

(813) 785-4761

Interim President

Delta Pilots Association

Nov 11th, 2013 at 10:45AM

(3 months ago)

Zachary S.

To: DPA Mail <dpa@delta-pilots.org>

From: 'Zachary S.' <customercare@squarespace.com> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Cc: DPA Volunteer <jacseo@gmail.com>

Hey Tim,

I'm going to take some time to look into this for you.

I will get back to you just as soon as possible.

Thanks for all your patience!

Nov 11th, 2013 at 8:34PM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Hi Guys,

Can I get a progress report please? What do you know so far? I need to tell you that the culprit is now spoofing/forging our Constant Contact database and sending out emails to my membership while posing as us. This is a sophisticated attack using very high level expertise. I need information, however little you have so far. I know you are working hard. I would appreciate even a partial progress report.

Thank you.

Tim

From: 'Zachary S.' [mailto:customercare@squarespace.com]

Sent: Monday, November 11, 2013 10:46 AM

To: dpa@delta-pilots.org

Cc: jacseo@gmail.com

Subject: Re: DPA Site Attack

Nov 11th, 2013 at 10:14PM 3 months ago

Zachary Spegal

Assign back to Zachary Spegal

Nov 11th, 2013 at 10:15PM

(3 months ago)

Zachary S.

To: DPA Mail <dpa@delta-pilots.org>

From: 'Zachary S.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

<https://squarespace.desk.com/agent#>

2/11/2014

Deskcom Agent -- Rohit Giri

Hey Tim,

Thanks for reaching out. It's a pleasure to look into this for you.

We are unable to provide this information upon request without the account being verified. For security reasons we'll need to verify ownership of the account.

Could you provide us with the last four digits of your card in billing on the account, and the full name as it appears on the card?

Also, could you let us know if the forwarding that you were referring to in Case: 697216 has gone through?

Lastly, please refer to our terms of service on this issue:

<http://www.squarespace.com/terms/>

"24. You agree to indemnify and hold harmless Squarespace and its licensors, suppliers, officers, directors, employees, agents, affiliates, subsidiaries, successors and assigns from and against any and all liability, loss, claim, damages, expense or cost (including but not limited to attorneys' fees), arising from or related to the use of, access to, interaction with or reliance upon, your Hosted Site, including the purchase, sale or other distribution of Commercial Products."

Let us know this information and we should be able to help further!

Thanks!

Nov 11th, 2013 at 10:27PM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Thank you Zach!

The information you requested is as follows:

Last four: 9232

Full Name: Delta Pilots Association

Timothy E Caplinger

The forwarding has gone through however, I keep getting "IP Address failed to resolve" unless I click it twice to retry. The site is functioning again otherwise, but the harmful domain deltapilot.org is still present.

Thank you!

Tim Caplinger

DPA

From: 'Zachary S.' [mailto:customercare@sqsp.me]

Sent: Monday, November 11, 2013 10:16 PM

To: dpa@delta-pilots.org

Subject: RE: DPA Site Attack

Nov 11th, 2013 at 11:01PM

(3 months ago)

Ariella G.

<https://squarespace.desk.com/agent#>

3/7

2/11/2014

Desk.com Agent -- Rohit Giri

To: DPA Mail <dpa@delta-pilots.org>
From: 'Ariella G.' <customercare@sqsp.me> (Squarespace Customer Care)
Reply-to: customercare@squarespace.com
Hi Tim,

Thanks for responding. I'm going to assign you back to Zach S. to help you further.

All the best and have a good weekend.

Nov 12th, 2013 at 7:06PM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Hi,

What information do you have please? The hostile domain "deltapilot.org" is still in my list of custom domains. Please ladies and gentlemen, I need communication from you regarding the attack on my site.

I am sure you understand that I have 5,600 or so members counting on me to provide them with a safe site. I am warding off questions, delaying for your response.

Thank you.

Tim Caplinger

813-785-4761

DPA

From: 'Zachary S.' [mailto:customercare@sqsp.me]
Sent: Monday, November 11, 2013 10:16 PM
To: dpa@delta-pilots.org
Subject: RE: DPA Site Attack

Nov 12th, 2013 at 11:20PM 3 months ago

Zachary Spegal

Hey Tom,

Wondering if I can get some council on how to respond here. The customer has verified ownership of the account, and I was wondering just how much of this information we can actually provide here.

Thanks

Nov 12th, 2013 at 11:21PM

(3 months ago)

Zachary S.

To: DPA Mail <dpa@delta-pilots.org>

From: 'Zachary S.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hey Tim,

Thanks for all your patience!

I'm still trying to get some further clarity on this for you.

I will get back to you further as soon as possible.

<https://squarespace.desk.com/agent#>

2/11/2014

Desk.com Agent -- Rohit Giri

If you have any other questions, don't hesitate to ask, we're here for you 24/7.

Nov 13th, 2013 at 3:11PM 3 months ago

Thomas Guzman

Assign Future Replies to Supervisors > Tom G.

Nov 13th, 2013 at 3:13PM 3 months ago

Thomas Guzman

Domain appears to be registered by the customer for over 1 year -- see screenshot included in reply.

Nov 13th, 2013 at 3:14PM

(3 months ago)

Tom G.

To: DPA Mail <dpa@delta-pilots.org>

From: Tom G.' <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hey Tim,

I apologize for the delay here. From what I can tell the domain deltapiлот.org was purchased through Squarespace as part of your plan in April of 2012 – see here:

<http://screencast.com/t/uzPMnf8muzk>

Is it possible there may be a mixup here? Are you referring to another domain?

Let me know - thanks.

Nov 14th, 2013 at 7:57AM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>

From: DPA Mail <dpa@delta-pilots.org>

Thank you Zach,

As of this morning, 11/14/13, the hostile domain, managed by SquareSpace, is still in my account. I am EXTREMELY concerned that the hacker still has access to my account. I want to reiterate, even if SquareSpace was fooled by an impersonator and instructed to add the domain somehow, I am not chasing SquareSpace for harming me. You need to understand that the opposing union I am trying to replace with a new union, the Delta Pilots Association, is currently representing all Delta Pilots including me. This means they have full access to all of my sensitive personal data and could have used it to gain access to my account. ALPA knows my SSN#, address, phone number, etc. Whoever set up the trial account for deltapiлот.org somehow managed to get you to add it into my domain list. By then making it primary, they were able to redirect all traffic to their hostile site for over 18 hours until I figured out the bogus domain had control. Once I removed it as primary, I got my traffic back. But that domain is still in my account.

I REALLY need the gory details of how they did it. I don't care if SquareSpace made a protocol error or of your code was compromised so long as you fix the problem to avoid future occurrences. What I need is every piece of data you can give me about HOW they did it and WHO did it.

I need this quickly. I am overrun with demands for an explanation and it is hurting my credibility. My members are turning on me for not providing them with a safe site nor an explanation of how we were hacked.

Thank you for helping.

Sincerely,

<https://squarespace.desk.com/agent#>

2/11/2014

Tim Caplinger

DPA

813-785-4761

From: 'Zachary S.' [mailto:customercare@sqsp.me]
Sent: Tuesday, November 12, 2013 11:21 PM
To: dpa@delta-pilots.org
Subject: RE: DPA Site Attack

Nov 14th, 2013 at 8:24AM

(3 months ago)

DPA Mail

To: <customercare@squarespace.com>
From: DPA Mail <dpa@delta-pilots.org>

Zach,

One more thing. I have 5675 members who are Delta Pilots who each make between \$100,000 and \$300,000 per year and MANY own side businesses with web needs.
Lots of them are questioning SquareSpace right now. Help me beat this and I will be able to firm up their confidence in you.

Thanks,

Tim

From: 'Zachary S.' [mailto:customercare@sqsp.me]
Sent: Tuesday, November 12, 2013 11:21 PM
To: dpa@delta-pilots.org
Subject: RE: DPA Site Attack

Nov 14th, 2013 at 9:25AM 3 months ago

Nicolas Bienvenu

Assigning to the customer supervisors escalation queue as per requested and following last email expressing concerns about a potential hacking situation taking place on Squarespace.

Nov 14th, 2013 at 9:29AM

(3 months ago)

Nicolas B.

To: DPA Mail <dpa@delta-pilots.org>
From: 'Nicolas B.' <customercare@sqsp.me> (Squarespace Customer Care)
Reply-to: customercare@squarespace.com

Hi Tim,

Sorry to hear about your recent troubles with your domain on Squarespace.

Our supervisor, Tom, is currently investigating on this situation for you.

You'll receive a reply to this case directly (#699538), as soon as possible.

We appreciate infinitely your patience in the current situation Tim!

Nov 14th, 2013 at 12:41PM

(3 months ago)

DPA Mail

<https://squarespace.desk.com/agent#>

2/11/2014

Desk.com Agent -- Rohit Giri

To: <customercare@squarespace.com>
From: DPA Mail <dpa@delta-pilots.org>
Hi folks,

I can't go on without receiving the information I have requested from you. Absent a response from you, I must turn this over to my attorney at 4:00pm Eastern today. I will then proceed with a "John Doe" lawsuit that details the harm done to my campaign and the potential loss of millions of dollars as a result. Our attorney is very familiar with this type of case.

Please work with me promptly so we can all avoid further hassle and expense. Thank you.

Tim Caplinger

DPA

(813) 785-4761

From: 'Zachary S.' [mailto:customercare@sqsp.me]
Sent: Tuesday, November 12, 2013 11:21 PM
To: dpa@delta-pilots.org
Subject: RE: DPA Site Attack

Nov 14th, 2013 at 1:09PM

(3 months ago)

Tom G.

To: DPA Mail <dpa@delta-pilots.org>

From: Tom G. <customercare@sqsp.me> (Squarespace Customer Care)

Reply-to: customercare@squarespace.com

Hey Tim,

I'm really sorry for the back and forth here. As mentioned previously, the domain deltapilots.org within your account, is showing in our records as having been chosen in April of 2012 – are you saying that this has just appeared within your account? Please clarify this for me, because at this point, I have you as the owner of the domain.

Additionally, if you think your Squarespace is compromised in anyway, you definitely want to reset your passwords -- we have a guide on how to do this here:

<http://5help.squarespace.com/customer/portal/articles/727988-how-do-i-recover-or-change-my-account-password>

Let me know - thanks.

Nov 14th, 2013 at 2:04PM 3 months ago

Bill Purcell

Password sent to "owner contact" (mark_mcclain@cox.net) in OpenSRS: <http://screencast.com/t/DkwnNaTP>

Owner email currently in OpenSRS (daharte@bellsouth.net): <http://screencast.com/t/Z5lZv7UjG>

Nov 14th, 2013 at 7:27PM 3 months ago

Chris Limbrick

Duplicate ticket here: <https://squarespace.desk.com/agent/case/707562>

tim-caplinger.squarespace.com (527d75de4009ecf2d361a0)

No primary domain.

DASHBOARD	BILLING	HISTORY	DOMAINS	EVENTS	TAXONOMY	TEMPLATE ARTIFACTS
STATUS						
SITE STATUS	PLAN	EXPIRES	TEMPLATE			
REMOVED	N/A		NATIVE IN STORE			
OPTIONS						
CLONEABLE site cannot be cloned	<input checked="" type="checkbox"/> OFF	STORE TEST MODE is enabled	<input checked="" type="checkbox"/> ON	DEVELOPER MODE is disabled		
PRIORITY SUPPORT site is not eligible for priority support	<input checked="" type="checkbox"/> OFF	WWW PREFIX Off is discouraged on TLD	<input checked="" type="checkbox"/> OFF			
FRONTEND						
<input type="button" value="Zap Website Cache"/>	<input type="button" value="Move Domain Here"/>					
STATS						
<input type="button" value="Reindex Site"/>	<input type="button" value="Recalculate Stats"/>	<input type="button" value="Recalculate Content Stats"/>	<input type="button" value="Regenerate Sitemap"/>			
COMMENT						
<input type="button" value="Recalculate Comment Counts"/>						
PAYOUT						
<input type="button" value="Give Free Month"/>	<input type="button" value="Extend Trial 7 Days"/>	<input type="button" value="Refund"/>	<input type="button" value="Prorated Refund"/>			
MARKETING						
<input type="button" value="Export Site"/>	<input type="button" value="Save Marketing Props"/>					

tim-caplinger.squarespace.com (6276753648086023361ab)

No primary domain.

DASHBOARD BILLING HISTORY DOMAINS EVENTS TAXONOMY TEMPLATE ARTIFACTS

Billing Status

PLAN PERIOD AUTORENEW

NO ACCOUNT NO ACCOUNT NO ACCOUNT

Created On: Nov 08, 2013, 7:18 PM

Next Billing Date: None

Last Payment: None

Linked to: Not Linked

Stripe ID:

Billing

Date	Amount	Link	Coupon Code	Coupon
Nov 08, 2013	\$0.00			

tim-caplinger.squarespace.com (627e7bc4c19bd32d367a9)

No primary domain.

The screenshot shows a user interface for managing notes. At the top, there are tabs for DASHBOARD, BILLING, HISTORY, DOMAINS, EVENTS, TAXONOMY, and TEMPLATE ARTIFACTS. Below these are tabs for USER, SUPPORT, NOTE, and SYSTEM, with the NOTE tab selected. A button labeled '+ ADD NOTE' is visible. A search bar at the top left contains the placeholder 'search text or users'. The main area displays a table of notes:

Date	Text	Type	User	Message
11/09/13 4:45:30 PM	Status changed from TRIAL to REMOVED	User	-	Customer/owner removal
11/09/13 1:03:25 PM	Impersonation as Tim Caplinger on tim-caplinger	Support	Shaun Horine	Impersonation as Tim Caplinger on tim-caplinger
11/09/13 1:03:25 PM	Impersonation as Tim Caplinger	Support	Shaun Horine	
11/09/13 12:44:24 PM	Impersonation as Tim Caplinger on tim-caplinger	Support	Jarno Veldhuis	Impersonation as Tim Caplinger on tim-caplinger
11/09/13 12:44:24 PM	Impersonation as Tim Caplinger	Support	Jarno Veldhuis	
11/09/13 12:40:14 PM	Impersonation as Tim Caplinger on tim-caplinger	Support	Jarno Veldhuis	Impersonation as Tim Caplinger on tim-caplinger
11/09/13 12:40:14 PM	Impersonation as Tim Caplinger	Support	Jarno Veldhuis	

USERS

Tim Caplinger
amp.chumbawamba@ausi.com

tim-caplinger.squarespace.com <http://tiny.cc/meyarw>

No primary domain.

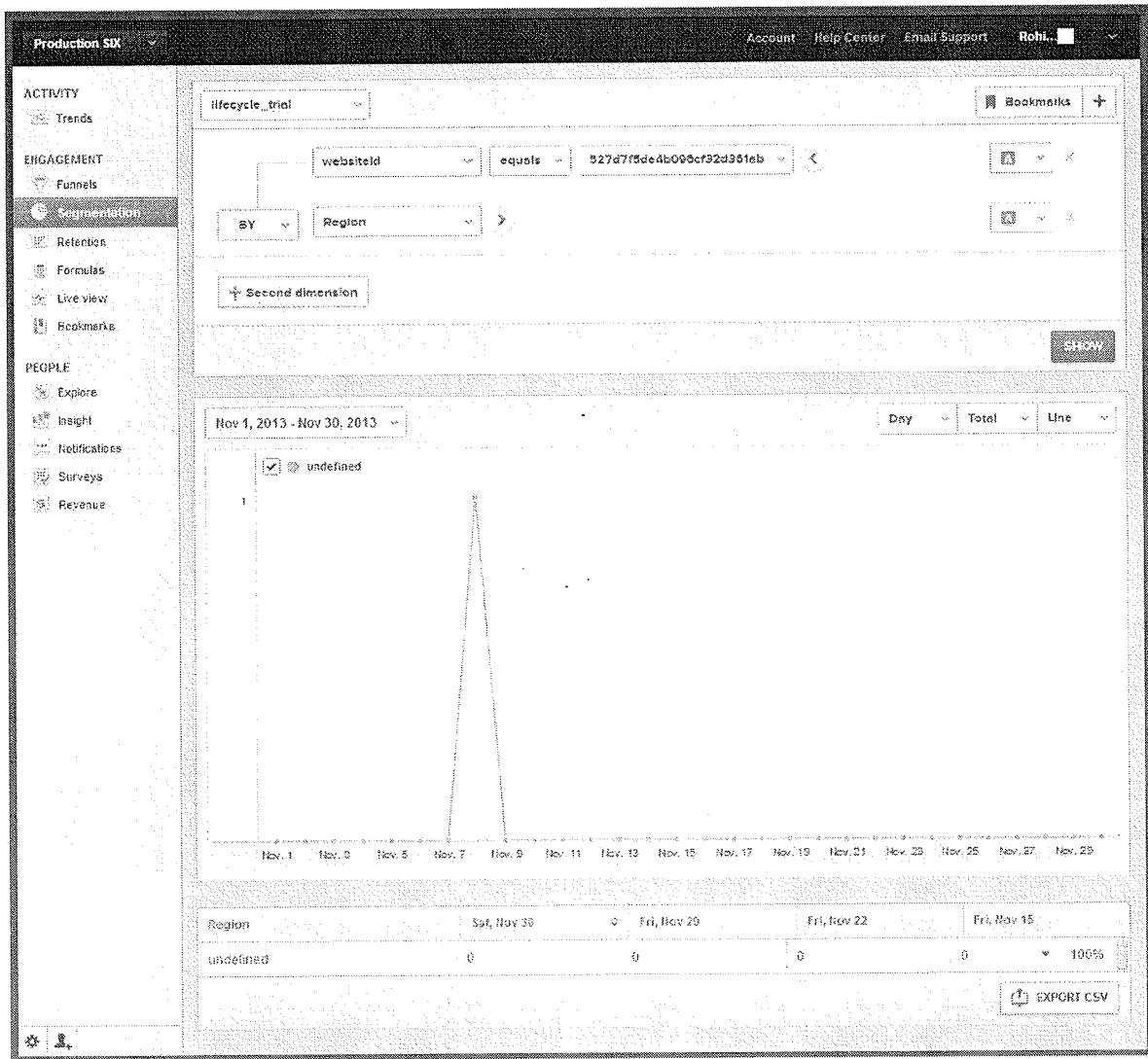
DASHBOARD	BILLING	HISTORY	DOMAINS	EVENTS	TAXONOMY	TEMPLATE ARTIFACTS
11/09/13 - 4:45pm	domain_unlink_domain					2
11/09/13 - 4:45pm	domain_unlink_domain					
11/09/13 - 4:45pm	domain_unlink_domain					
11/09/13 - 4:45pm	engagement_view_statistics					
11/09/13 - 4:36pm	engagement_login					
11/09/13 - 1:03pm	domain_view_page					
11/08/13 - 7:55pm	engagement_meta_update					2
11/08/13 - 7:55pm	engagement_meta_update					
11/08/13 - 7:54pm	engagement_meta_update					
11/08/13 - 7:54pm	engagement_meta_update					
11/08/13 - 7:54pm	engagement_view_statistics					2
11/08/13 - 7:54pm	engagement_view_statistics					
11/08/13 - 7:54pm	engagement_view_statistics					
11/08/13 - 7:49pm	engagement_block_drop					
11/08/13 - 7:49pm	engagement_collection_add					
11/08/13 - 7:48pm	engagement_meta_update					2
11/08/13 - 7:48pm	engagement_meta_update					
11/08/13 - 7:48pm	engagement_meta_update					
11/08/13 - 7:44pm	engagement_meta_update					
11/08/13 - 7:43pm	engagement_meta_update					
11/08/13 - 7:43pm	engagement_meta_update					
11/08/13 - 7:20pm	domain_view_page					
11/08/13 - 7:20pm	engagement_checkout_view					
11/08/13 - 7:19pm	domain_make_primary_domain					
11/08/13 - 7:19pm	domain_link_domain					2
11/08/13 - 7:19pm	domain_link_domain					
11/08/13 - 7:18pm	domain_view_page					
11/08/13 - 7:18pm	engagement_login					
11/08/13 - 7:18pm	lifecycle_trial					



TIMESTAMP	EVENT_NAME	IP_ADDRESS
2013-Nov-09 21:45:30 GMT	lifecycle_trial_expiration	None
2013-Nov-09 21:45:30 GMT	domain_unlink_domain	204.77.14.153
2013-Nov-09 21:45:30 GMT	domain_unlink_domain	204.77.14.153
2013-Nov-09 21:45:18 GMT	engagement_view_statistics	204.77.14.153
2013-Nov-09 21:36:23 GMT	engagement_login	204.77.14.153
2013-Nov-09 18:03:46 GMT	domain_view_page	74.131.26.226
2013-Nov-09 0:55:13 GMT	engagement_meta_update	192.168.1.214
2013-Nov-09 0:54:52 GMT	engagement_meta_update	192.168.1.157
2013-Nov-09 0:54:52 GMT	engagement_meta_update	192.168.1.157
2013-Nov-09 0:54:26 GMT	engagement_view_statistics	192.168.1.157
2013-Nov-09 0:54:20 GMT	engagement_view_statistics	192.168.1.157
2013-Nov-09 0:49:40 GMT	engagement_block_drop	192.168.1.165
2013-Nov-09 0:49:17 GMT	engagement_collection_add	192.168.1.165
2013-Nov-09 0:48:46 GMT	engagement_meta_update	192.168.1.165
2013-Nov-09 0:48:46 GMT	engagement_meta_update	192.168.1.150
2013-Nov-09 0:44:20 GMT	engagement_meta_update	192.168.1.157
2013-Nov-09 0:43:47 GMT	engagement_meta_update	192.168.1.157
2013-Nov-09 0:43:47 GMT	engagement_meta_update	192.168.1.157
2013-Nov-09 0:20:55 GMT	domain_view_page	192.168.1.213
2013-Nov-09 0:20:52 GMT	engagement_checkout_view	192.168.1.166
2013-Nov-09 0:19:47 GMT	domain_make_primary_domain	192.168.1.212
2013-Nov-09 0:19:42 GMT	domain_link_domain	192.168.1.212
2013-Nov-09 0:19:10 GMT	domain_link_domain	192.168.1.167
2013-Nov-09 0:18:56 GMT	domain_view_page	192.168.1.167
2013-Nov-09 0:18:37 GMT	engagement_login	192.168.1.167
2013-Nov-09 0:18:37 GMT	lifecycle_trial	192.168.1.167

Lifecycle_trial 11/08/13 – 7:18pm

State: None.



Engagement_login 11/08/13 – 7:18pm

State: Undefined.

The screenshot shows a web-based analytics interface with a dark-themed header. The top navigation bar includes 'Account', 'Help Center', 'Email Support', and a user profile 'Rohit'. A search bar at the top right contains the query 'engagement_login'.

The left sidebar features a navigation menu with several sections: ACTIVITY (Trends), ENGAGEMENT (Funnels), Segmentation (Retention, Formulas, Live view, Bookmarks), PEOPLE (Explore, Insight, Notifications, Surveys, Revenue), and a section for 'Production SIX'.

The main content area displays a query builder with the following criteria:

- Condition: websiteId equals 527d7f5db4b006cf32d361ab
- Dimension: BY Region
- Second dimension: (empty)

The date range is set from 'Nov 8, 2013 - Nov 8, 2013'. The chart type is 'Day' (selected), with 'Total' and 'Line' also available.

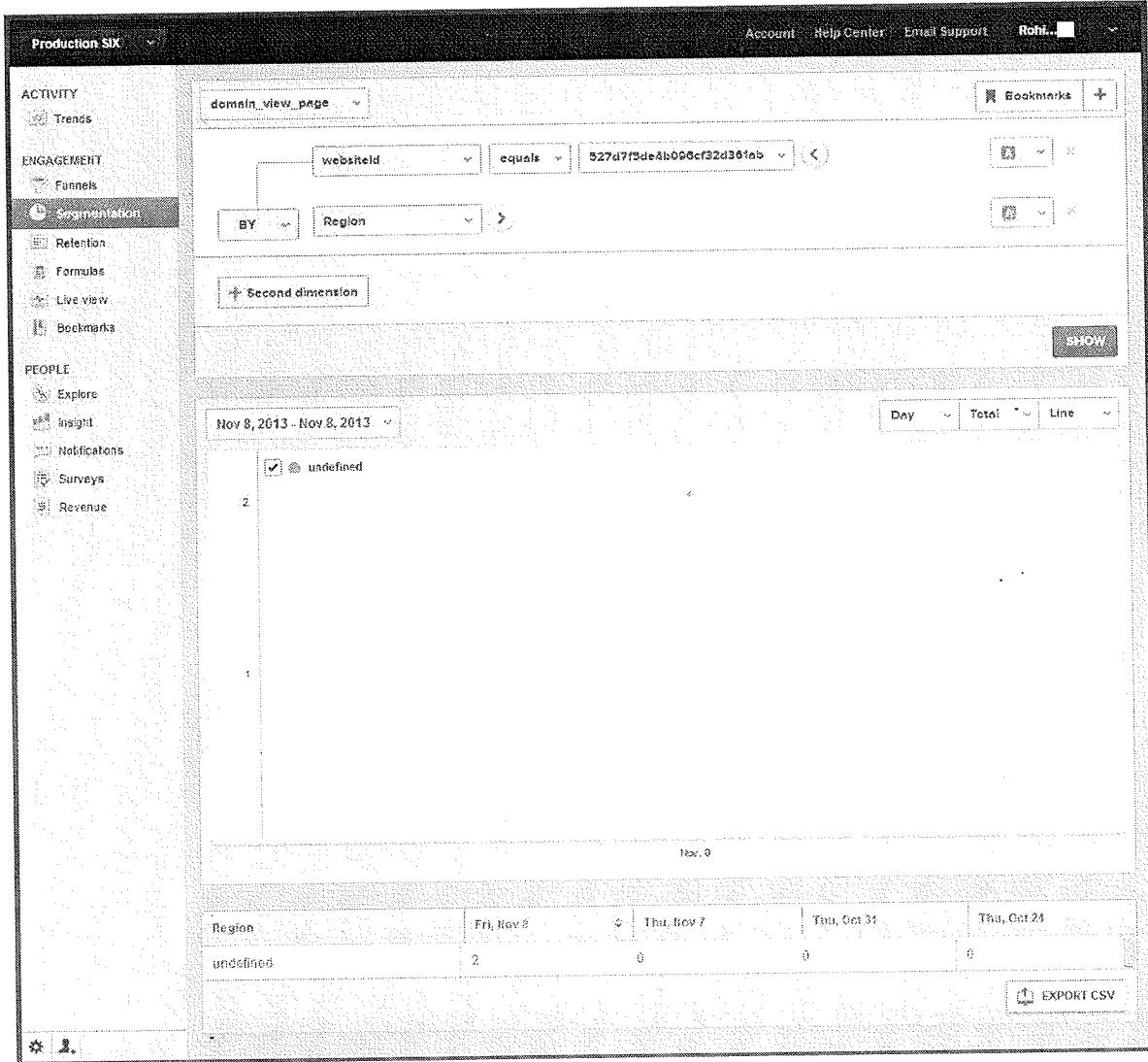
The results table shows the following data:

Region	Fri, Nov 8	Sat, Nov 9	Thu, Oct 31	Fri, Oct 24
undefined	1	0	0	0

An 'EXPORT CSV' button is located at the bottom right of the table.

Domain_view_page 11/08/13-7:18pm

State: Undefined.



Domain_link_domain 11/08/13-7:19pm

State: Undefined.

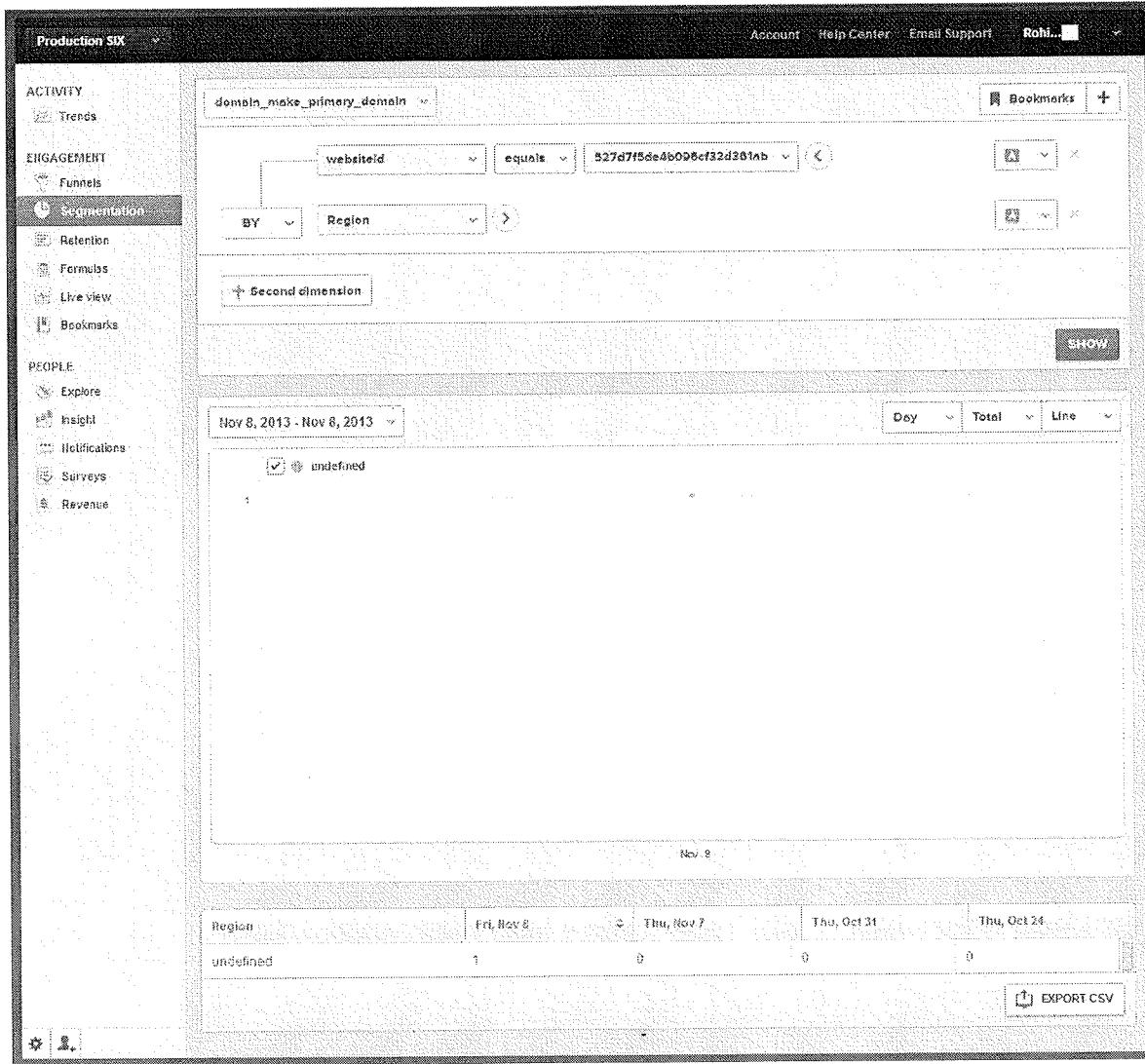
The screenshot shows a web-based analytics interface with a sidebar menu and a main reporting area. The sidebar contains sections for ACTIVITY (Trends), ENGAGEMENT (Funnels), and PEOPLE (Explore, Insight, Notifications, Surveys, Revenue). The main area is titled 'domain_link_domain' and includes a filter bar with 'websiteId' set to 'equals' and value '527d7f5dc4b096cf32d381ab'. Below the filter bar is a 'Second dimension' section. The date range is set from 'Nov 8, 2013 - Nov 8, 2013'. The report view is set to 'Day', 'Total', and 'Line'. A table below shows data for the selected date, with one row for 'undefined' under 'Region'. The bottom of the screen features an 'EXPORT CSV' button.

Region	Fri, Nov 8	Thu, Nov 7	Thu, Oct 31	Thu, Oct 24
undefined	2	0	0	0

EXPORT CSV

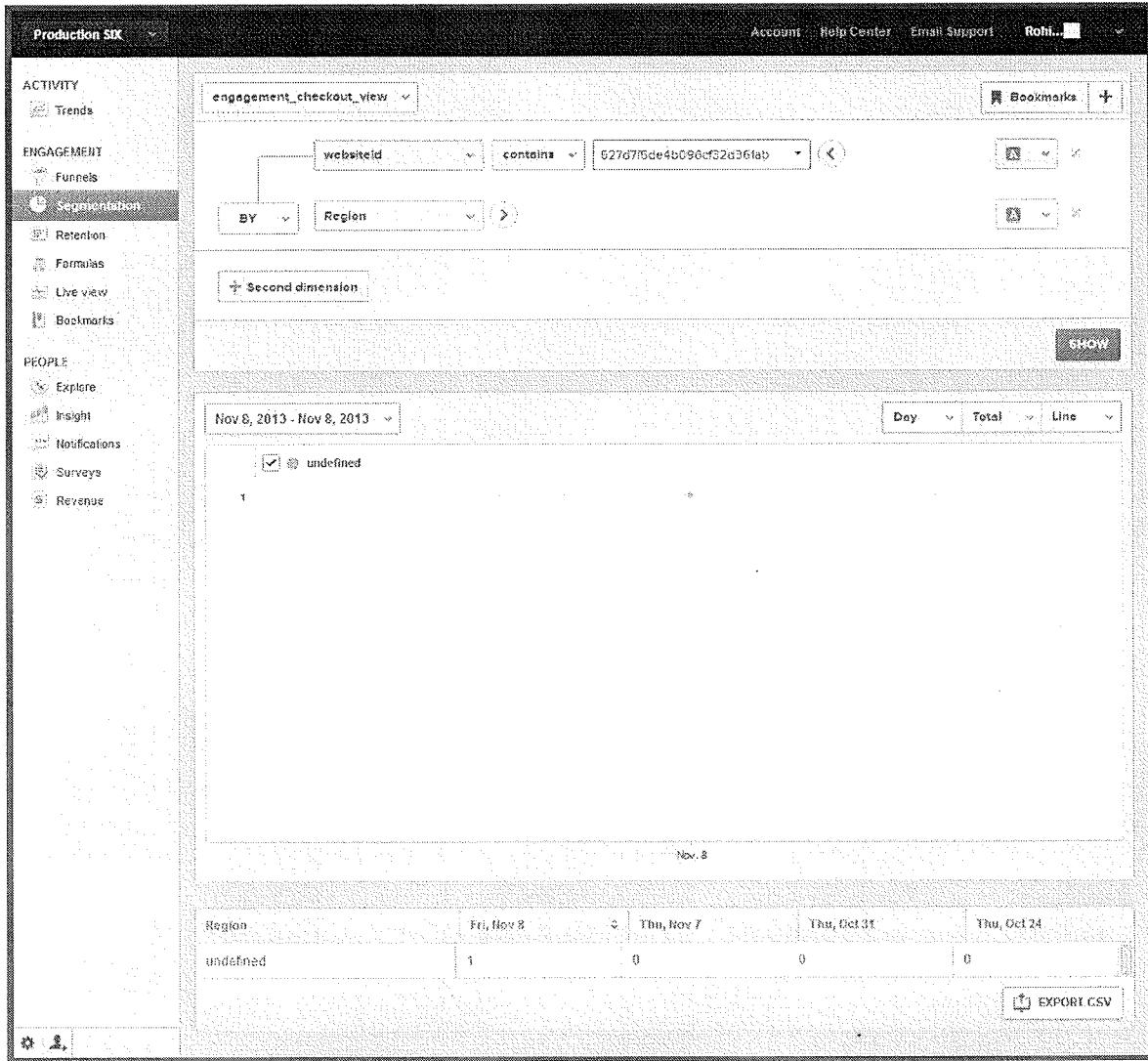
Domain_make_primary_domain 11/08/13-7:19pm

State: Undefined.



Engagement_checkout_view 11/08/13-7:20pm

State: Undefined.



Domain_view_page 11/08/13-7:20pm

State: Undefined.

The screenshot shows a web-based analytics tool interface. On the left, a sidebar menu includes sections for ACTIVITY (Trends), ENGAGEMENT (Funnels, Segmentation, Retention, Formulas, Live view, Bookmarks), and PEOPLE (Explore, Insight, Notifications, Surveys, Revenue). The main area displays a funnel report titled 'domain_view_page'. The funnel configuration shows a single step: 'websiteld' equals '527e7f5de4b090cf32d361nb'. Below the funnel, a 'Second dimension' section is visible. The date range is set from 'Nov 8, 2013' to 'Nov 8, 2013'. The report is grouped by 'Day' and shows a total count of 2. A table at the bottom provides a detailed breakdown by region:

Region	Fri, Nov 8	Thu, Nov 7	Thu, Oct 31	Thu, Oct 24
undefined	2	0	0	0

An 'EXPORT CSV' button is located at the bottom right of the table.

Engagement_meta_update 11/08/1-7:43pm

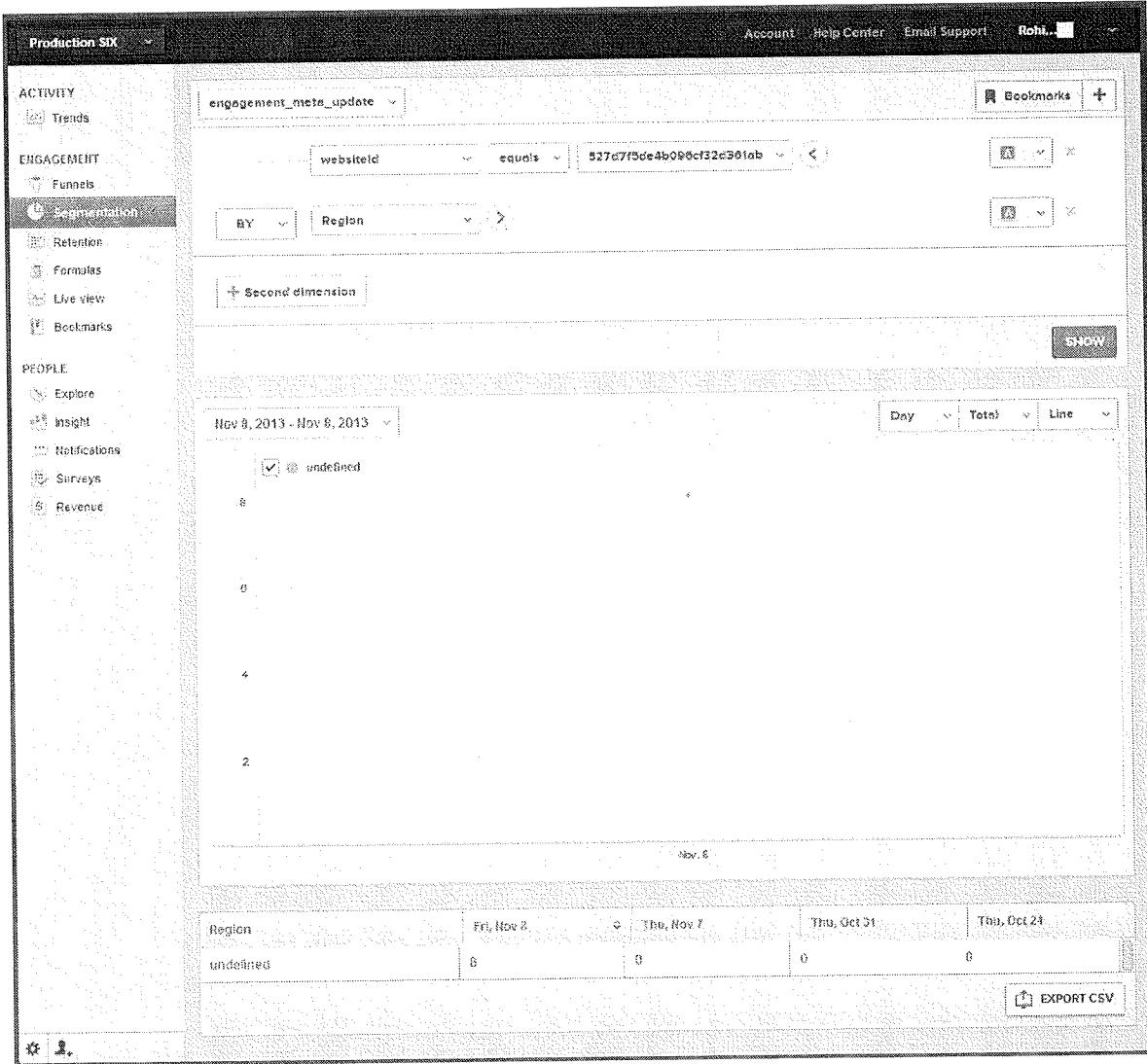
Engagement_meta_update 11/08/1-7:44pm

Engagement_meta_update 11/08/1-7:48pm

Engagement_meta_update 11/08/1-7:54pm

Engagement_meta_update 11/08/1-7:55pm

State: Undefined.



Engagement_collection_add 11/08/13 7:49pm

State: Undefined.

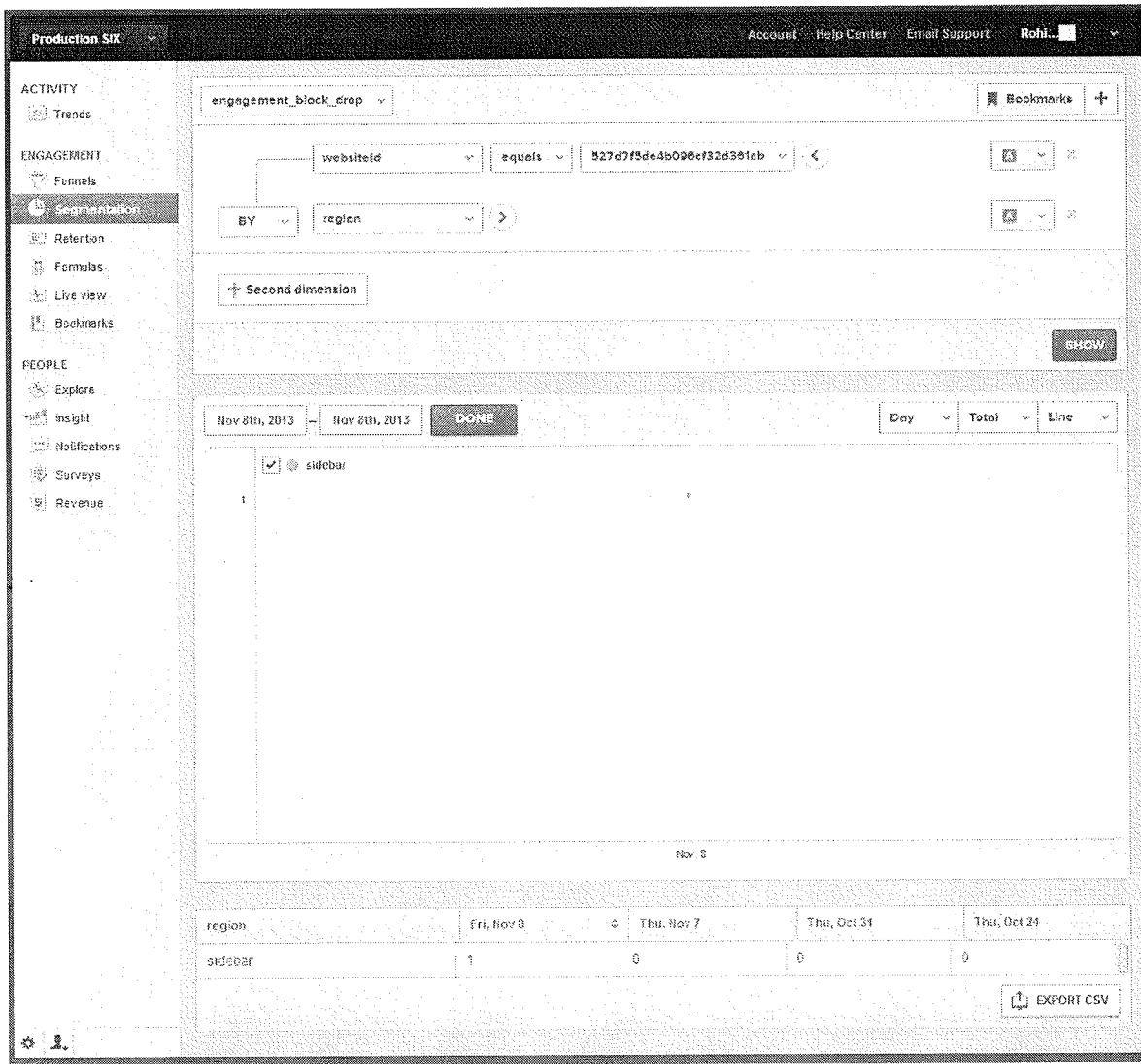
The screenshot shows a software interface with a dark header bar containing the text "Production SIX". In the top right corner, there are links for "Account", "Help Center", "Email Support", and a user profile starting with "Rohi...". Below the header is a navigation sidebar on the left with the following sections:

- ACTIVITY**: Includes "Trends" and "Engagement".
- ENGAGEMENT**: Includes "Funnels" and "Segmentation".
- PEOPLE**: Includes "Explore", "Insight", "Notifications", "Surveys", and "Revenue".

The main workspace displays a search query for "engagement_collection_add" with filters: "websited" equals "527c7f5de4b096cf32d301ab" and "BY Region". A "Second dimension" button is present. The search results show a single entry for "undefined" with a value of "1". The date range is set from "Nov 8th, 2013" to "Nov 8th, 2013". The results are displayed in a grid format with columns for "Region" (with "undefined" selected), "Fri, Nov 8", "Thu, Nov 7", "Thu, Oct 31", and "Thu, Oct 24". The total value is \$82.8. At the bottom right of the grid is a "EXPORT CSV" button.

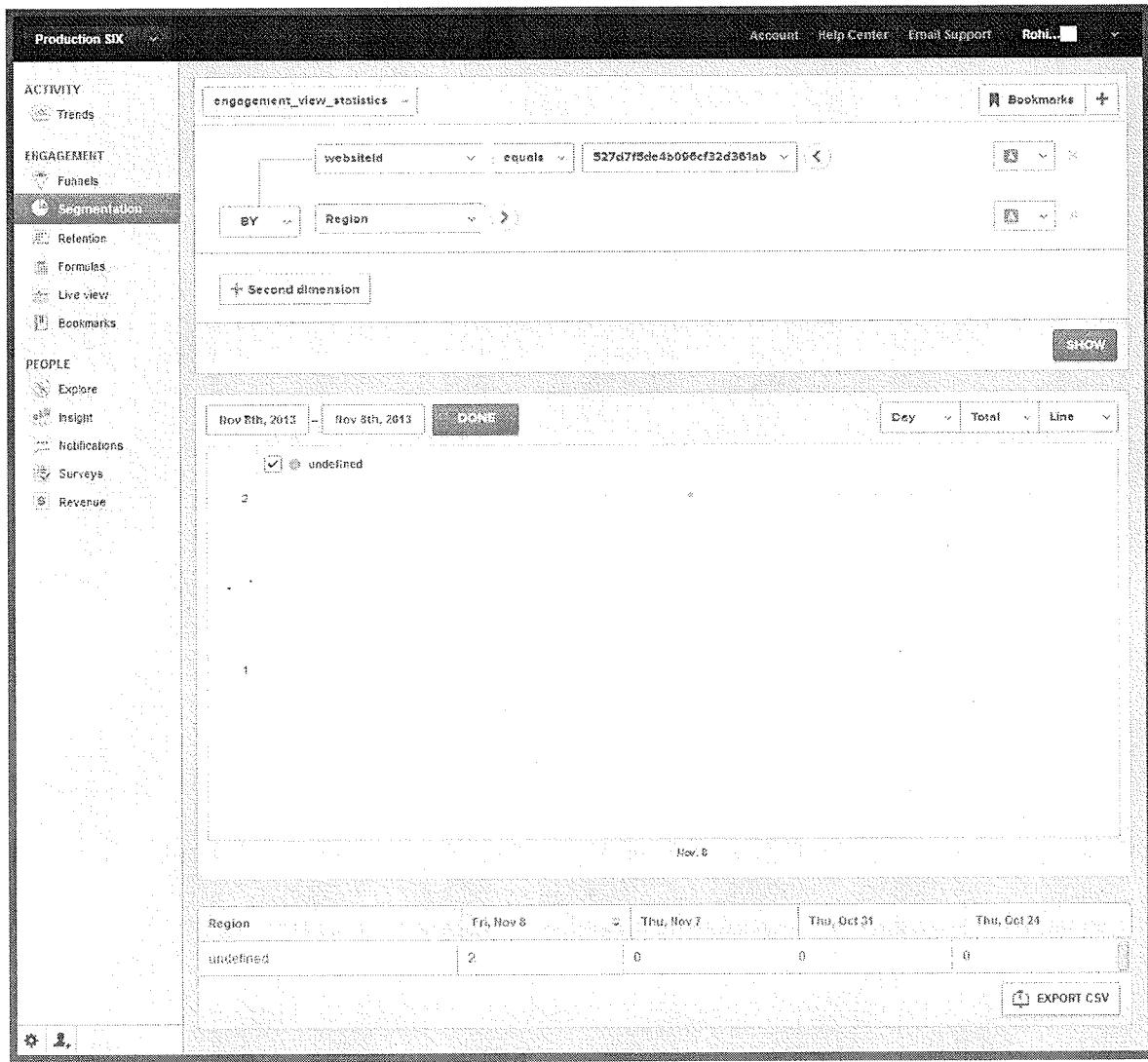
Engagement_block_drop 11/08/13-7:49pm

State: Undefined.



Engagement_view_statistics 11/08/13-7:54pm

State: Undefined.



Domain_view_page 11/09/13-1:03pm

State: Kentucky

The screenshot shows a web-based analytics interface with a dark-themed header bar. The header includes the title "Production SIX", account information, and navigation links for "Help Center", "Email Support", and a user profile. On the left, a sidebar menu lists various reporting categories: ACTIVITY (Trends), ENGAGEMENT (Funnels, Segmentation), PEOPLE (Explore, Insight, Notifications, Surveys, Revenue). The "Segmentation" section is currently selected and expanded, showing options like "Retention", "Formulas", "Live view", and "Bookmarks". The main content area displays a query builder with filters: "websiteId equals 327d7f5de4b090cf32d367ab", "BY Region", and a "Second dimension" placeholder. Below this, a date range is set from "Nov 9, 2013 - Nov 9, 2013" and a chart type is selected as "Day, Total, Line". A table below the chart shows visitor data by region for specific dates: Sat, Nov 9, Fri, Nov 8, Fri, Nov 1, and Fri, Oct 25. The table includes columns for "Region", "Sat, Nov 9", "Fri, Nov 8", "Fri, Nov 1", and "Fri, Oct 25". The data shows visitors from Kentucky on Nov 9 and 8, and from undefined on Nov 1 and 25. An "EXPORT CSV" button is located at the bottom right of the table.

Region	Sat, Nov 9	Fri, Nov 8	Fri, Nov 1	Fri, Oct 25
Kentucky	1	8	0	0
undefined	0	100%	2	0

EXPORT CSV

Engagement_login 11/09/13-4:36pm

State: Nevada.

The screenshot shows a web-based analytics interface with a sidebar and a main query builder and visualization area.

Left Sidebar:

- ACTIVITY:** Trends
- ENGAGEMENT:** Funnels, Segmentation (highlighted), Retention, Formulas, Live view, Bookmarks
- PEOPLE:** Explore, Insight, Notifications, Surveys, Revenue

Top Bar: Production SIX, Account, Help Center, Email Support, Rohit...

Query Builder:

- Search bar: engagement_login
- Filter: websiteId equals 527d7f5dc4b098c32d30febb
- Dimension: BY Region
- Add dimension: + Second dimension

Time Range: Nov 9, 2013 - Nov 9, 2013

Metrics: Day, Total, Line

Data Table:

Region	Sat, Nov 9	Fri, Nov 8	Fri, Nov 1	Fri, Oct 25
Nevada	1	0	0	0
undefined	0	100%	1	0

Buttons: EXPORT CSV

Engagement_view_statistics 11/09/13-4:45pm

State: Nevada.

The screenshot shows a web-based analytical tool with a sidebar navigation menu and a main query builder and visualization area.

Left Sidebar (Production SIX):

- ACTIVITY:** Trends
- ENGAGEMENT:** Funnels
- Analytics:** Retention, Formulas, Live view, Bookmarks
- PEOPLE:** Explore, Insight, Notifications, Surveys, Revenue

Top Bar: Account, Help Center, Email Support, Rohit...

Query Builder:

Engagement View Statistics

filters: websiteId equals 527d7f5de3b096cf32d3e1ab

grouped by: Region

Second dimension:

Date Range: Nov 9, 2013 - Nov 9, 2013

Metrics: Day, Total, Line

Region Selection: undefined (checkbox checked), Nevada (checkbox checked)

Data Table:

Region	Sat, Nov 9	Fri, Nov 8	Fri, Nov 1	Fri, Oct 31
Nevada	1	0	0	0
undefined	0	100%	2	0

Buttons: EXPORT CSV

Domain_unlink_domain 11/09/13-4:45pm

State: Nevada.

